January 6, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Parkinson disease patients stretch their way to wellness

MGH Parkinson disease patients recently have made a commitment to a healthier lifestyle with their participation in a new outreach effort for patients with the illness – a tai chi and yoga class designed to provide support through exercise. The class is supported by the National Parkinson Foundation and was developed under the direction of Anne Young, MD, chief of MGH Neurology; John Growdon, MD, director of the Partners Parkinson Center, and Nancy Huggins, NP, also of the Partners Parkinson Center.

Stretching exercises help patients stay well.

The first sessions of the pilot phase began meeting in September. The format of the class – created especially to accommodate the patients' exercise goals – was developed by Theresa Lie-Nemeth, MD, of MGH Physical Medicine and Rehabilitation, and Camille Kittrell, an MGH fitness consultant. "Patients with Parkinson disease tend to develop muscle and joint stiffness," says Growdon. "Stretching exercises counteract this tendency and allow the prescribed medications to work correctly."

With the pilot phase complete, the second phase of the class will begin this month. For more information or to learn how to enroll, contact Huggins at *nhuggins@partners.org* or at (617) 726-1884. ●

Seniors get a helping hand with healthy eating

Making healthy eating choices is a challenging task for many people, and a group of seniors recently received some expert guidance on how to make the right choices. On Dec. 15, staff at the Whole Foods Market – a supermarket specializing in natural and organic foods – in Charles River Plaza hosted a guided tour of the store for participants in the MGH EatWISE, Eat Smart program. The workshop is a free, six-week nutrition and education series for seniors age 60 years and older. Tour members learned how to buy and prepare nutritious meals while on a budget and also were introduced to a variety of new and exotic foods. At the end of the visit, the group enjoyed a healthy, complimentary lunch prepared by the Whole Foods staff.

Seniors get guidance on buying healthy foods.

The EatWISE, Eat Smart program is a collaboration between MGH Senior HealthWISE and the MGH Department of Nutrition and Food Services. Cheryl Wall, BSN, RN, of MGH Senior HealthWISE, and Dana Brennan, RD, LDN, of MGH Nutrition and Food Services, were the co-leaders of the workshop and taught participants about healthy eating habits through hands-on exercises, group discussions and cooking demonstrations.

Supporting those affected by alcoholism

According to national studies, approximately 17 million Americans abuse alcohol or are alcoholic. Fifty-three percent of people in the United States report that one or more of their relatives has a drinking problem. And one of every four children in the United States is affected by substance abuse in his or her family.

Recovery from addictions like alcoholism affects everyone in an individual's social network. Family relationships and friendships dramatically change, and significant efforts must be made to help families transition into recovery along with the alcoholic or addict.

Five years ago, a discussion group formed at the MGH to meet the needs of families and friends of people affected by substance abuse. Sponsored by the MGH Addictions Service, the Department of Psychiatry and the Blum Patient and Family Learning Center, the Family Alcoholism Education Series averages between 15 and 25 people at each weekly session.

The discussion and support group is a free service to the greater Boston community as well as to patients, family members, other concerned persons, hospital employees and individuals who are looking for support and information. Attendees often include spouses, adult children, co-workers, parents, health care professionals and friends of those with substance abuse problems. Individuals in recovery also come to the group to provide support for family members and friends and often find hope that recovery is possible.

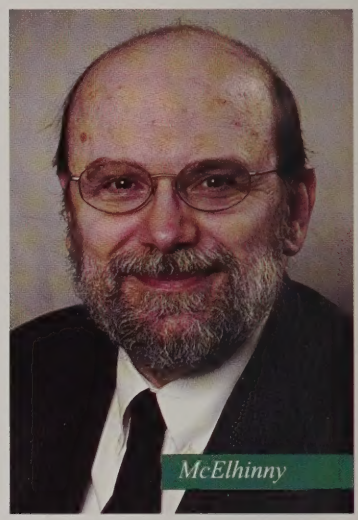
"It is not a therapy group or a 12-step meeting but rather a group of people who care about one another and the people they know who are suffering or are in different stages of recovery, " says Maureen McGlame, MEd, MGH West End Clinic therapist and addictions counselor, who serves as the group facilitator.

The group is an ongoing resource that meets weekly on Thursdays, from 5:30 to 6:30 pm at the Blum Patient and Family Learning Center.

For more information, contact McGlame at (617) 726-9216 or at *mcglame@partners.org.*

New director of MGH Chaplaincy appointed

Michael McElhinny, MDiv, has been selected as the new director of MGH Chaplaincy, leading the department that meets the religious and spiritual needs of patients, families, visitors and employees.


McElhinny

McElhinny joined the MGH in 1986 and served as the coordinator of the Roman Catholic chaplaincy until 1989, when he left the MGH to become the director for the Marist Fathers of Boston. He also has worked as a chaplain at New England Deaconess Hospital, Youville Hospital and Rehabilitation Center and Children's Hospital, Boston. McElhinny returned to the MGH in 1998 and served as the Oncology chaplain until taking on this new position. In addition to his role at the MGH, he has served as vice provincial of the Marist Fathers of Boston and was the novice director for their Interprovincial Novitiate Program in the United States.

"Michael brings to this position his expertise, leadership and passion for the work of chaplaincy," says Ann Daniels, MSW, PhD, executive director of MGH Social Services and Chaplaincy. "We are confident in his ability to lead the Chaplaincy Department and to continue to foster excellence in spiritual care, diversity and clinical pastoral education. We look forward to working closely with him in the Social Services Department and other departments throughout the hospital to continue to integrate spiritual care into the MGH community." ●

MGH Cancer Center creates multilingual materials for patients

The MGH Cancer Center is developing a project that will transform the way women from different cultures receive important medical information at the MGH and throughout Boston – creating materials about women's cancers and translating them into 10 different languages. Project leader Karen Donelan, of the MGH Hematology/Oncology Unit and the Institute for Health Policy, submitted a grant proposal to Gillette Inc., and received approval last year. The project will include materials such as CD-ROMs, online resources and audio materials for health care providers to share with patients. These materials will be distributed to health centers and other health care organizations.

"We're excited about this project because it will meet an outreach need and be useful to many areas throughout Boston," says Donelan. "The material will not be MGH specific, so that women from all over the Boston area will benefit from this medical information."

The project team includes Karin Hobrecker, a translation specialist for MGH Interpreter Services; Debbie Essig, MSW, and Sally Hooper, MSW, co-directors of the MGH Cancer Resource Room; Katie Binda, MSW, director of the HOPES program; Barbara Cashavelly, MSN, RN, nurse manager for the Cancer Center; and Mary Ellen Heike, RN, staff specialist for Women's Health.

The first set of materials is scheduled for release in early spring. For more information or to become involved with the project, send e-mail to Donelan at *kdonelan@partners.org.* ●

MGH HOTLINE

In memoriam: Chiu-Chen Wang, MD

Chiu-Chen "C.C." Wang, MD, a beloved and greatly respected member of the MGH community, died Dec. 21 at the age of 83.

"Dr. C.C.Wang was a gifted clinician, clinical investigator and an outstanding teacher and mentor for many young physicians," says Jay Loeffler, MD, chief of MGH Radiation Oncology. "He had an enormous impact on the field of radiation oncology in the 20th century and beyond."

Wang arrived at the MGH as a young resident in radiology from his home in China. With the endorsement of his older brother, C.A. Wang, MD – a Harvard Medical School (HMS) graduate and MGH surgeon – he joined the HMS class of 1950. Within 20 years, he became a professor of Radiation Oncology at HMS and clinical director of MGH Radiation Oncology.

Wang was a world-renowned expert in his field. He authored numerous research articles, as well as textbooks used to train some of the best radiation oncologists in the country.

Although he encountered some of the most critically ill patients on a daily basis, he never lost his infectious optimism. According to colleagues, he often told his patients that C.C. stood for "cure cancer."

In a fitting tribute to the many contributions Wang has made to the MGH and to the field of radiation oncology, the C.C. Wang Professorship in Radiation Oncology at HMS recently was established in his honor. The professorship will carry on Wang's lifelong mission, providing physicians and researchers with the opportunity to explore the best paths for enhancing and advancing medicine.

Nancy Tarbell, MD, division chief of the Department of Radiation Oncology at MassGeneral Hospital for Children, was named the first incumbent of the chair in a ceremony held Nov. 9.

"C.C. was an inspiration for all of us who work in this field," says Tarbell. "He changed the treatment of patients with cancer in a profound way. He has cured thousands of patients, and I still meet their children and grandchildren who ask me about the legendary Dr. Wang. We will never forget him."

C.C.Wang

A memorial service is planned for Jan. 14 at 11 am at the First Parish Church in Lincoln, Mass. Gifts in his memory may be sent to the C.C. Wang Professorship Fund, MGH Radiation Oncology, 55 Fruit St., Boston, MA 02114. ●

DePippo

MGH blood donor inducted into Baxter Hall of Fame

Susan DePippo, a longtime donor at the MGH Blood Donor Center, recently was inducted into the Baxter Healthcare Corporation's Donation Hall of Fame, currently in its eighth year of recognizing individuals nationwide who have demonstrated an extraordinary commitment to blood donation.

DePippo was selected from more than 80 nominated donors and, along with the 12 other winners, will be featured in the company's news magazine *Continuous Flow* and the 2006 Baxter calendar provided to blood donation centers throughout the United States. A ceremony honoring her remarkable contributions to blood donation was held Dec. 16 at the MGH Blood Donor Center.

Although DePippo has donated blood ever since she first met the minimum age requirements, her commitment to blood donation found renewed purpose when her young granddaughter was diagnosed with leukemia. She organized a group of dedicated blood donors at her workplace – the Massachusetts Commission for the Blind – and regularly donated herself during the eight-month course of her granddaughter's illness. Tragically, her granddaughter did not survive her battle with the disease, but despite her loss, DePippo has tirelessly continued to advocate for blood donation.

"Susan is one of our most dedicated donors and blood drive coordinators," says Kathryn DeCoste, of the MGH Blood Donor Center, who nominated DePippo for the award. "If there were more people like Susan in the world, we would never have blood shortages."

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MGH HOTLINE

Calendar honors MGH nursing Magnet status

The MGH has been honored for its 2003 designation as a Magnet nursing hospital with an appearance in the inaugural 2006 issue of the Magnet Recognition Program's annual calendar. Magnet recognition is given by the American Nurses Credentialing Center to hospitals based on their ability to attract and retain top-level nursing staff. The MGH – the first hospital in Massachusetts to receive nursing Magnet status – is recognized with a photograph for January featuring Katie Fallon, RN, of Ellison 20 and a recipient of the 2004 Thomas S. Durant, MD, Fellowship in Refugee Medicine (*shown above*). To download the calendar, visit *www.nursecredentialing.org/magnet.*

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433; Therese O'Neill, staff writer, at (617) 724-2753; by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.

www.massgeneral.org/news/

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

(617) 726-2206

WHAT'S HAPPENING

Operating Rooms career expo

The Operating Rooms will host a career expo Jan. 18, from 1 to 6 pm in the Sweet Room, Gray Bigelow Building, fourth floor, Room 432, to share information about job opportunities currently available. MGH Human Resources representatives and Operating Room staff will be available for interviews. For more information about the available positions, including minimum qualifications needed for each position, visit *www.mghcareers.org.*

EAP manager and supervisor training session

The Employee Assistance Program (EAP) will offer a training course for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral, mental health and substance abuse concerns Jan. 31, from 9 to 11 am in the Haber Conference Room. For more information, visit *www.massgeneral.org/leadershipacademy.* To register, call (617)726-6976.

Blum Center computer usage

Because of increased volume and demand for computer access at the Blum Patient and Family Learning Center, MGH staff, volunteers and Bulfinch temporary employees are encouraged to use the center's computers only for medical and health information services or for an educational paper. The staff of the center appreciates the understanding of MGH employees and volunteers regarding this issue.

MGH college/career fair

MGH Workplace Training and Development will host a college/career fair Feb. 3, from 11:30 am to 4:30 pm in the Walcott Conference Room to provide employees with the opportunity to explore options to advance their education and careers in health care. Representatives from area colleges will be available to answer questions about financial assistance and career pursuits. For more information, send e-mail to Luisa Carvajal at *lcarvajal@partners.org.*

Martin Luther King Day program

The Association of Multicultural Members of Partners and MGH Human Resources will co-host a Martin Luther King Day program Jan. 13, at 8 am in the East Garden Room. The guest speaker will be Milton J. Little, Jr., president and chief executive officer of the United Way of Massachusetts Bay. For more information, send e-mail to *phsammp@partners.org.*

MGH Human Resources smoking cessation program

MGH Human Resources, in cooperation with the MGH Quit Smoking Service and MGH Community Health Associates, is offering two smoking cessation groups. The first group will meet Thursdays, Jan. 12, 19, 26, Feb. 2, 9, 16, 23 and March 2, from noon to 12:45 pm at CNY, Building 149. The second group will meet Wednesdays, Feb. 22, March 1, 8, 15, 22, 29, April 5 and 12 from noon to 12:45 pm in the Yawkey Center for Outpatient Care, 10th floor, Room 10620. To register for the group at CNY, call (781) 485-6210. To register for the group at the Yawkey Center, call (617) 726-7443.

January 13, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Answering questions about protecting patient privacy

Protecting patient privacy is one of the most important ethical obligations in the health care system today. And since the Health Insurance Portability and Accountability Act (HIPAA) was introduced in 2003, protecting patient information has become even more important – and more complicated. Like many health care organizations, the MGH offers continuing education about the HIPAA guidelines. Privacy breaches, however, continue to occur – sometimes accidentally. To help clarify the hospital's confidentiality policies and to help employees and staff avoid privacy breaches, specific questions and answers about patient confidentiality will be published regularly in *MGH Hotline*. The questions are answered by Eileen Bryan, MGH HIPAA compliance specialist.

Q. *Recently, an employee was hospitalized with a serious illness. His coworkers were very concerned but heard no news about his recovery. The employee's manager stated she was bound by HIPAA and could not disclose any information. After a week of not hearing any news, one of the coworkers checked her colleague's electronic medical record just to see how he was doing. She also looked up his address so that a card and gift could be sent to his home. While the employee had the best intentions, this action was a serious privacy breach. How can this kind of situation be avoided?*

A. This kind of situation is challenging because it has no malicious intent. The employee's coworkers were genuinely concerned, but they still had no right to access his medical record. Varying degrees of disciplinary action – up to termination – are taken in privacy breach cases, including this one. Most likely, the manager in this case was in touch with the employee-patient. To avoid a potential breach, it would be helpful if the manager could have asked the employee-patient what, if any, information she could share with his concerned colleagues. The manager also could ask the employee-patient if he would feel comfortable with a gift and card being sent to his home address. At the same time, colleagues need to understand that some individuals are very private while others share lots of personal information. But it's the individual's choice to share information, and that decision should be respected. To make it easier for employees who are patients or other MGH patients to keep friends, family and coworkers apprised of their medical condition and recovery, the hospital offers a password-protected website service called CarePages. The free service allows patients to create their own website that they can continuously update for others to see their treatment progress. The site is located at *www.massgeneral.org/carepages.*

And the winner is ...

Richard Barbalace of MGH Orthopædics not only is the winner of a New England Patriots football autographed by Deion Branch, but he also is a champion of the hospital's patient privacy efforts. Barbalace came up with the winning slogan that will be displayed in hospital elevators to remind MGH employees, patients and visitors to respect patient privacy. "Be a Partner in Protecting Patient Confidentiality" is the slogan he entered in the contest that was hosted by MGH Health Information Services in October.

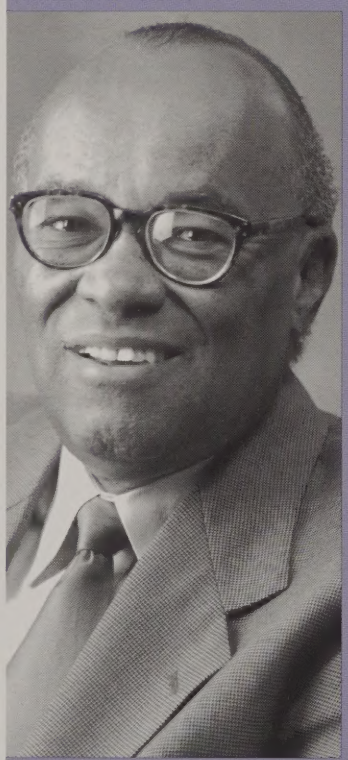
"By having this contest open to the whole MGH community, we were hoping to get good ideas that showed compassion and understanding of our commitment for protecting patients' rights for privacy," says Eileen Bryan of the MGH Privacy Office. "We received more than 100 submissions from patients, visitors and employees. Richard's submission exemplifies how we must all work together along with our patients to ensure their privacy is protected."

From left, Deborah Adair, director of Health Information Services, with Barbalace and Bryan.

Martin Luther King Day to be celebrated

All MGH and Partners employees are invited to attend a special celebration of Martin Luther King Day Jan. 20, from 3 to 4 pm in the O'Keeffe Auditorium.

"A Celebration of the Legacy of Rev. Dr. Martin Luther King, Jr." is sponsored by Partners HealthCare and will feature special guest speaker Hubie Jones, a local educator, community activist, child advocate and civic leader. In addition, the Roland Hayes School of Music Chorus will be performing.



Jones is well known in the Boston area for the key role he has played in the formation, rebuilding and leadership of more than 30 community organizations within the black community and across the city – including the Roxbury Multi–Service Center, Massachusetts Advocates for Children and Roxbury Youthworks. As board chair of Massachusetts Advocates for Children, Jones was instrumental in the passage and implementation of the state's special education law and bilingual education law. A longtime educator and social worker, Jones became the first African-American appointed to a deanship at Boston University, serving as the dean of the School of Social Work from 1977 to 1993.

A reception will be held immediately after the celebration in the Trustees Room. Seating is on a first-come, first-served basis. For more information about the event, call (617) 724-0928.

New Year's resolution? Be Fit offers support

Studies show that one of the most popular New Year's resolutions is to lose weight, exercise more and eat healthier foods. MGHers who have made this same commitment for the new year now have support to keep their resolution with the hospital's Be Fit program. Launched in January 2005, this joint-sponsored program with The Clubs at Charles River Park and MGH Nutrition and Food Services has guided 18 teams – with a total of 317 employees – to a healthier lifestyle in three phases of the program. Be Fit teaches participants how to eat healthier and exercise more with the guidance of registered dietitians and personal trainers.

Now as the program enters its second year, Be Fit is offering program features to employees who aren't members of one of the official teams. For example, MGH employees can purchase Be Fit meals from most of the hospital cafeterias, including the Eat Street Café, the Blossom Street Café and Tea Leaves and Coffee Beans. The pre-made meals are marked with a Be Fit sticker, and Be Fit daily hot meals – breakfast, lunch and dinner – are indicated with new signage at the front entrance of the Eat Street Café.

While access to advice from MGH nutritionists is reserved for Be Fit team members, any MGH employee can benefit from a broad range of information for staying healthy from the recently launched Be Fit website located at *www.massgeneral.org/clubsatcrp/befit.* The site features suggestions for healthy food choices, exercise tips and a feature called "The Be Fit minute," which covers helpful fitness advice such as the importance of eating a good breakfast, tips for holiday eating and integrating exercise into daily routines.

Be Fit survivor sessions, which are open to everyone in the MGH community, also are listed on the website. Some upcoming events include a massage class to be held Jan.19, from 12:30 to 1 pm, in the Yawkey Center's Satter Conference Center, Room 2220. In addition, the website features testimonials from Be Fit "survivors" that serve as an inspiration to others who want to get fit. And the website soon will introduce a fitness blog for members and nonmembers to use to share information and ask questions.

For more information about the Be Fit program, call (617) 726-2900. ●

Did you know that in addition to offering Be Fit meals, the MGH Eat Street Café has a variety of healthy food choices that are in high demand? The most popular food items in the cafeteria are: turkey, tuna, chicken and the salad bar. Susan Barraclough, RD, director of MGH Nutrition and Food Services, notes that the popular American fast food of choice – French fries – doesn't make the top 10 list.

MGH Psychiatry makes pediatric mental health care more accessible

The MGH Department of Psychiatry recently began the pilot phase of a new program – the Massachusetts Child Psychiatry Access Project – to provide support and guidance to pediatricians and primary clinicians treating children and adolescents with mental health issues. Designed to enhance the ability of physicians outside of the MGH to assess, diagnose and care for patients with mental health issues within their own practices, the program offers real-time access to MGH mental health professionals who can provide telephone consultations, answer medication questions and see patients for initial consultations and brief transitional therapy.

"We have been very pleased to provide this exciting and innovative program," says Leah Grant, MSW, LICSW, a clinical social worker with the program. "We have received a very positive response from pediatricians and the patients they have referred to us, and we all look forward to providing the very best care possible as the program develops in the future."

The project is funded by the Commonwealth of Massachusetts through the Massachusetts Behavioral Health Partnership and is led by team administrator Bruce J. Masek, MD. Other members of the team are MGH psychiatrists Jeffrey Q. Bostic, MD; Hector Parada, MD; Lisa Price, MD; Susan D. Swick, MD; and care coordinator Stephanie Parker. To learn more about the project, call (617) 724-8282. ●

FLEX team fills outpatient staffing needs

MGH ambulatory care practices facing temporary staff shortages because of vacations, illness and other short-term absences have an inventive resource to keep their operations running smoothly – the Front Line Excellence (FLEX) team. Established in 2001, the FLEX team provides ambulatory care practices with a pool of highly trained patient service coordinators dedicated to supporting outpatient practices and readily available to fill in during planned and unplanned absences. Because of the high volume of patients seen on a daily basis in the MGH outpatient practices, it is especially critical that their operations run efficiently even in the face of staff absences. The FLEX team staff members, having been trained specifically to support these practices, are able to fulfill this role.

From left, FLEX team members Sophy Leng, Yen Hai Luu, Elizabeth Bonasoro and Lisa Owens.

After completion of both the MGH New Employee Orientation and Outpatient Practice Support Essentials training, new FLEX team members are oriented with the busiest ambulatory practices for at least one month. During this time, they transition from "shadowing" experienced staff to fully performing in the patient service coordinator position. FLEX team staff also continue to receive ongoing training and coaching and are required to attend all training programs offered to MGH patient service coordinators.

Assignments for FLEX team members generally are accepted in two-week increments. Depending on staffing demands, however, they can be extended for longer periods of time. For more information or to request FLEX team assistance, contact Josephine Kubilus at (617) 724-0384 or *jlkubilus@partners.org.*

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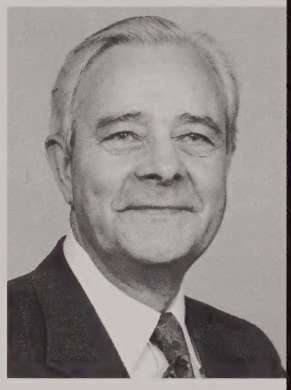
MGH HOTLINE

In memoriam: Edward W. "Ted" Webster, MD, PhD

Edward W. "Ted" Webster, MD, PhD, formerly of MGH Radiology, died Dec. 17. He was 83 years old.

Webster joined the MGH in 1954, spending 47 years at the hospital before his retirement in 2001. During his tenure, he served as a radiation safety officer and chairman of the Radiation Safety and Radioactive Drug Research Committee. In 1983, he received the Coolidge Award, the highest honor presented by the American Association of Physicists in Medicine, of which he was a member. He also received the gold medal from the American College of Radiology in 1991.



During the course of his career, Webster authored more than 120 research papers and presented more than 200 lectures. As professor emeritus of Radiology at Harvard Medical School, he taught some of the country's brightest radiology students. He also taught at Harvard University, the Harvard School of Public Health, Northeastern University and the New England Roentgen Ray Society.

A memorial service honoring Webster currently is being planned.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
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www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

WHAT'S HAPPENING

Guaranteed Ride Home program

All MGH employees have free access to the Guaranteed Ride Home program through the hospital's membership in the Artery Business Committee Transportation Management Association, which sponsors the program. The service provides employees a free ride home in the event of an emergency or unscheduled overtime. For more information or to register, visit *www.abctma.org/services_ridehome.htm* or call the MGH Commuter Service Office at (617) 724-6588.

Eldercare discussion group

The Employee Assistance Program (EAP) will host its monthly eldercare discussion group Jan. 24, from noon to 1 pm in the Doerr Conference Center, Room 10650, in the Yawkey Center for Outpatient Care. Facilitator Janet T. Loughlin, LICSW, CEAP, and speaker Barbara Moscowitz, LICSW, MGH geriatric social worker, will discuss normal aging, identifying when there is a problem and basic steps to begin planning for care. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

McGovern award

Nominations now are being accepted for the Brian A. McGovern, MD, Clinical Excellence Award, established in memory of MGH cardiologist Brian A. McGovern, MD. The award recognizes physicians who demonstrate the qualities that characterized McGovern – clinical excellence, commitment and compassion. All MGH employees can submit a nomination, which must be received by Feb. 16. To submit a nomination online, visit *http://is.partners.org/mgpoOnline/mcgovern.asp.* For more information, call Beth LaRossa at (617) 724-4549.

Comfort and support after loss group

The comfort and support after loss group will hold its monthly meeting Jan. 17, at 7 pm in the Yawkey Center for Outpatient Care, Schiff Conference Center, Room 4810. The group will provide the opportunity to discuss the challenges parents and loved ones face after the death of a child or baby. For more information, call Fredda Zuckerman at (617) 724-3177.

Timilty science fair judges needed

The James P. Timilty Middle School is seeking MGH volunteers to judge student projects at the annual science fair Feb. 6 to 9, from 8:45 to 11 am. Volunteers may sign up for more than one day. The Partners shuttle will provide roundtrip transportation, departing from the MGH at 8 am and returning at 11:45 am. For more information, or to register, send e-mail to *sberglund@partners.org* or call (617) 724-3210 or (617) 445-5712.

Wellman Center lecture series

The Wellman Center for Photomedicine's lecture series will host "DNA-Medicine: About Preventive or Therapeutic Gene Expression and DNA-Based Immunomodulation" Feb. 21, from 2:15 to 3:15 pm in the Thier Conference Room, with a coffee reception at 2 pm. Burghardt Witting, PhD, will present. For more information, visit *www.massgeneral.org/wellman/calendar/2006February.asp.*

January 20, 2006

MGH HOTLINE

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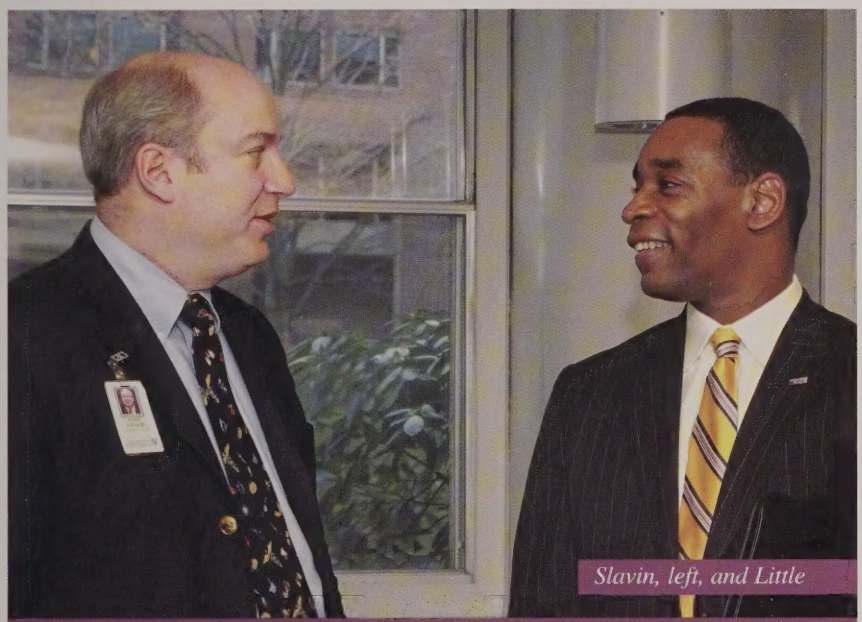


Slavin, left, and Little

Martin Luther King remembered

MGHers gathered Jan. 13 to honor the life, work and legacy of Rev. Martin Luther King, Jr., at a special breakfast celebration "In the Spirit of Unity and Service: Remember! Celebrate! Act!" in the East Garden Dining Room. The event was sponsored and coordinated by the Association of Multicultural Members of Partners (AMMP) and emceed by Helen Witherspoon, of MGH Training and Development and chairwoman of AMMP.

Peter L. Slavin, MD, president of the MGH, welcomed the crowd and introduced the event's keynote speaker, Milton J. Little, Jr., president and chief executive officer of the United Way of Massachusetts Bay. "We remember Dr. King not because of what he did, but how he did it," said Little. "He was a man of action. He acted, and the whole world acted. This is a day to reaffirm that we all, as Americans and residents of the greater Boston area, share a common vision, regardless of our differences."

The celebration also featured the enormously popular debut performance of the Voices of MGH Choir, featuring songs such as "We are the Children of One World," "Wade in the Water" and "Down by the Riverside" to the enjoyment and enthusiastic applause of the crowd. The choir is the brainchild of Witherspoon and Candace Burns of MGH Community Benefits who co-direct the choir along with La Dawn Hicks-Breneus of MGH Clinical Care Management.

MGH and NSMC expand ambulatory care services

The MGH and North Shore Medical Center (NSMC) announced last week plans to develop jointly a 115,000-square-foot ambulatory care center and a 50,000-square-foot medical office building on the North Shore off Route 128 that would enhance access to and delivery of medical services north of Boston.

The new facility will offer more sophisticated services than any existing or proposed outpatient facility in the region. The facility will not only provide the latest in cardiac diagnostics, suites for minimally invasive surgery and advanced imaging services, but also will serve as the expanded home of the new MGH/NSMC Cancer Center, a collaborative oncology program with the MGH and Dana-Farber/Partners CancerCare.

The new facility will offer more sophisticated services than any existing or proposed outpatient facility in the region.

Current plans for the outpatient center do not involve licensed hospital beds or emergency services. Rather, this facility is being designed to complement inpatient and outpatient services provided at NSMC Salem and Union hospitals.

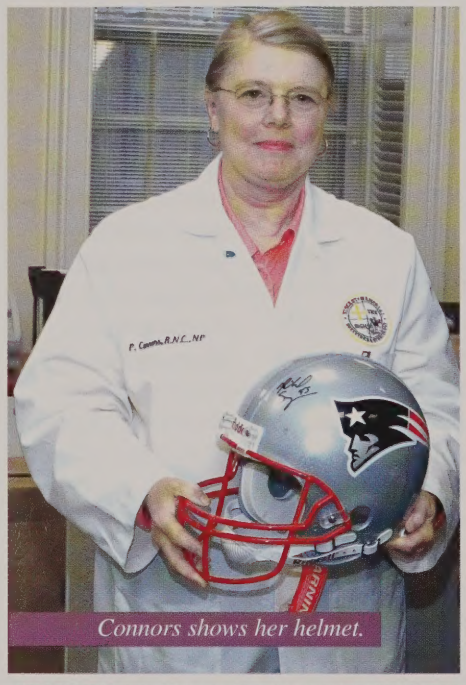
"NSMC and the MGH collectively care for tens of thousands of patients who live and work on the North Shore, and we are focused on creating a facility that will ensure that the highest quality of care continues to be available in that community for years to come," says David Torchiana, MD, CEO and chairman of the Massachusetts General Physicians Organization. "This center brings to our patients the benefits of academic and community medical centers working collaboratively."

The preferred site for the new ambulatory care center is in Danvers, where NSMC has successfully operated the NSMC Women's Center since 1997. Final negotiations on the site are contingent upon zoning updates to be addressed at the Danvers town meeting later this month. Pending final site selection, NSMC and MGH physicians may see their first patients at the joint center in 2008. ●

Patriots fans win big in silent auctions

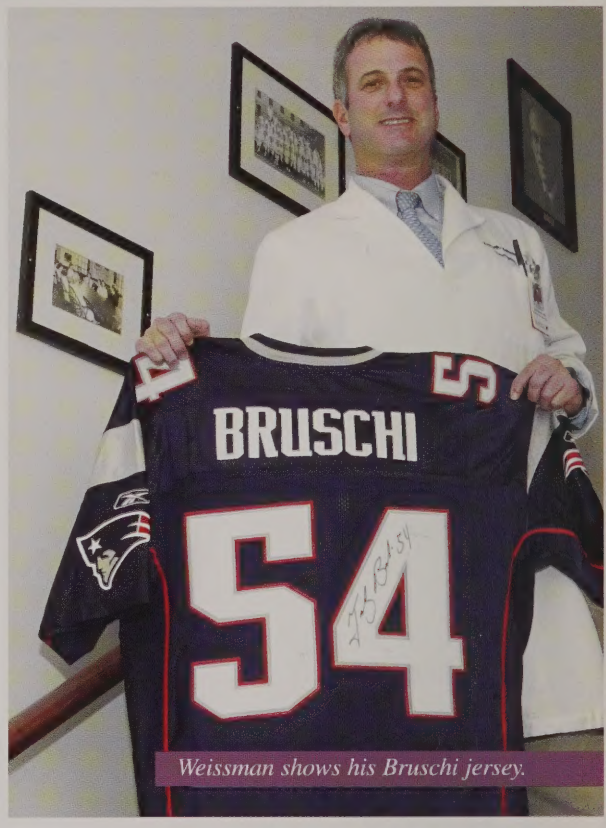
Although the New England Patriots ended this year's Super Bowl dream with a heartbreaking loss to the Denver Broncos Jan. 14, a few lucky MGH fans still had the opportunity to celebrate as the winners of autographed team merchandise in a number of recent silent auctions. Sponsored by MGH Human Resources, the auctions raised more than $4,500 to directly benefit the MGH Fund, which supports a variety of hospital activities. In a change from last year, the auctions were held in December, which also helped the winners get a head start on their holiday shopping.

The auction prizes included Patriots helmets, footballs and jerseys. Patricia Connors, RN, of Ellison 13, won a helmet autographed by defensive lineman Richard Seymour; Andrea Maffeo, of Mass General West, Waltham, won a helmet autographed by running back Corey Dillon; and Paula Dunagin, of the Cutaneous Biology Research Center, won a helmet autographed by wide receiver Troy Brown.



Connors shows her helmet.

The footballs were awarded to Sandra Croteau, RN, of Vascular Surgery, who won a football signed by linebacker Mike Vrabel, and William McCormick, of MGH Radiology in Chelsea, who won a football signed by linebacker Willie McGinest. The winners of the jerseys were Barbara Mahoney, RN, of Patient Care Services, who won a jersey autographed by safety Rodney Harrison; Stephen Trenouth, of MGH Information Systems, who won a jersey also autographed by Brown; and Kenneth Weissman, MD, of the Emergency Department, who won a jersey autographed by linebacker Tedy Bruschi. To see more pictures of the winners, visit the MGH intranet at *www.massgeneral.org/intranet.*



Weissman shows his Bruschi jersey.

Helping patients and staff understand Medicare Part D

MGH Patient Financial Services, Senior HealthWISE, Partners Community Benefits and the MGH Blum Patient and Family Learning Center are joining together to help MGH patients understand their Medicare Part D prescription options and to help with enrollment in prescription plans. During this month, patients and MGH staff will be able to choose from weekly information tables, weekly workshops and daily one-on-one counseling sessions to assist them in understanding and assessing their coverage options.

Information tables will be held Jan. 24 and 30, from 10 am to 2 pm. At these tables – located in the Main Corridor adjacent to the Blum Center – visitors will have access to brochures and free assessments and pre-screenings for their personal Medicare Part D needs.

Medicare patients and their families also have the option to attend weekly group workshops, to be held Jan. 27 and Feb. 3, from 9:30 am to noon. Both sessions will take place in the Blum Center. MGH Patient Financial Services and Senior HealthWISE staff will be available to answer questions, offer support and provide individualized attention as needed. Pre-registration is encouraged and is available at the information tables.

Daily one-on-one counseling sessions – held in the Blum Center with MGH Patient Financial Services staff – are an additional resource providing personalized assistance tailored to individualized needs. For more information about these sessions or to register for the workshops, call (617) 726-2191.

MADI Resource Center celebrates fifth anniversary

From left, Gary Sachs, MD; Mark Pollack, MD; Maurizio Fava, MD; Blumenfeld; Jerrold Rosenbaum, MD; and Lee Cohen, MD, all of MGH Psychiatry, raise their commemorative MADI Resource Center mugs.

The MGH Mood and Anxiety Disorders Institute (MADI) Resource Center – part of the MGH Department of Psychiatry – celebrated its fifth anniversary Jan. 3 with a dessert reception in the Trustees Room. The center utilizes the department's latest advances in research and clinical programs to provide practical mental health information to patients, families and caregivers.

The MADI Resource Center was founded in 2000 with the support of the Willis family and a private foundation. It offers information on a variety of mental health issues – including depression, bipolar disorder, anxiety disorders, attention deficit/hyperactivity disorder – through community education programs, support groups and the publication of the Mental Health Resource Guide, available online at *www.moodandanxiety.org* and at the Blum Patient and Family Learning Center. The center also provides literature about a variety of mental health topics on display in many MGH patient waiting rooms.

MADI is directed by Karen Blumenfeld, MSW, who joined the institute in 2001. "For the past 10 years, the MGH Department of Psychiatry has been the country's top-rated hospital psychiatry department in the *U.S. News & World Report*," says Blumenfeld. "Our role at the MADI Resource Center is to leverage this extensive knowledge base to increase its accessibility to people in the community who need it the most."

To learn more about the center, visit *www.moodandanxiety.org* or *www.schoolpsychiatry.org.* ●

JCAHO survey: Outpatient practices get ready

As the hospital refines its preparations for the next survey from the Joint Commission of Accreditation of Healthcare Organizations (JCAHO), to take place some time in 2006, special focus recently has been on preparing the ambulatory care services.

In December, the hospital's JCAHO operations committee hosted a consultant who spent three days with practice managers and practice support staff discussing JCAHO preparations. Linda Faber, RN, PhD, of Joint Commission Resources, brought her expertise in accreditation readiness and compliance knowledge to further help practices prepare, focusing most of her efforts on the National Patient Safety Goals (NPSG) and the JCAHO's new tracer methodology.

The tracer methodology "traces" a patient's entire care experience. Unlike an inpatient tracer, which follows the patient's care experience from admission to discharge, the outpatient tracer will follow a patient from a primary care visit to referrals to specialists and sometimes to outpatient testing or procedures. "Tracers used in an outpatient setting can be complicated," says Stacey Houghton, the newly appointed director of the Practice Support Unit. "Many outpatients receive their care in several locations. They can receive their primary care at a practice on the main campus and then travel to a satellite location such as MGH Chelsea or Mass General West in Waltham for their ancillary testing. These tracers follow the patients to these multiple sites and are focused on coordination of care and communication with the patient."

In a three-hour presentation, Faber showed a video depicting tracers in outpatient settings and discussed several case studies about JCAHO tracers. She then conducted seven separate "mock" tracers in MGH outpatient settings such as the MGH Chelsea and Charlestown health centers, Internal Medicine Associates, Oncology and Pediatrics. During these tracers, Faber selected several outpatient medical records, evaluated the care documented in the records, visited the different areas where the selected outpatients were sent during their care and interviewed the staff who cared for those patients.

"She did a wonderful job in spending most of her time asking questions of the front-line staff and the direct caregivers, which is most likely what the JCAHO surveyor will be doing," says Maryanne Spicer, director of MGH Compliance and chair of the JCAHO operations committee.

During Faber's visit, a panel discussion was held on the NPSGs and how they affect the ambulatory care setting. MGH staff members were included on the panel. Liz Mort, MD, associate chief medical officer and director of the Decision Support Unit; Gregg Meyer, MD, medical director for the Massachusetts General Physicians Organization; and Christopher Coley, MD, of MGH Medicine, spoke about initiatives at the MGH to meet the NPSGs.

The outpatient practices will continue JCAHO preparations by conducting more mock tracers, holding monthly JCAHO forums and hosting workshops on various JCAHO-related topics. In addition, practice managers and Practice Support Unit staff will be conducting self-assessments to evaluate JCAHO compliance and readiness.

For more information about the survey, visit *www.massgeneral.org/jcaho.* ●

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MGH HOTLINE

In memoriam: Bradford Cannon, MD

Bradford Cannon, MD, a longtime plastic surgeon at the MGH, died Dec. 20 in Lincoln, Mass. He was 98.

Cannon was one of the first plastic and reconstructive surgeons at the hospital. He was part of a team of physicians who, following the devastating Cocoanut Grove nightclub fire in 1942, sought to change accepted practices in treating patients with serious burn injuries. For example, instead of using tannic acid on the burned areas, his team promoted the excision and grafting of the damaged skin – a practice still used today. He also advocated for other changes – such as wound management by using protective coverings throughout the healing process, proper therapy for patients in anticipation of shock, the control of infection, proper nutritional management and assistance with psychological adjustment to injury. Cannon also treated thousands of soldiers disfigured by burns during World War II.

Cannon was the son of eminent MGH physician Walter Bradford Cannon. In 1969, he was named the first chief of Plastic Surgery, and the following year he helped establish the hospital's first plastic surgery residency program.

A memorial service will be held Feb. 18, at 2 pm at the First Parish Church in Lincoln.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

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IN GENERAL

Linda Delahanty, MS, RD, LDN, director of Nutrition and Behavioral Research and chief dietitian at the MGH Diabetes Center was awarded the 2005 Award for Excellence in the Practice of Dietetics Research by the American Dietetic Association (ADA). The award is presented to an ADA member who demonstrates leadership abilities in establishing or practicing an innovative approach to diabetes research.

Maryanne Spicer, of MGH Compliance, recently was named a fellow of the Health Ethics Trust. Fellows are honored for having made an extraordinary contribution to the field of ethics and compliance in health care, based on their knowledge, technical skill and success in encouraging high standards of ethical and legal conduct in organizations.

WHAT'S HAPPENING

Sadness and loss lecture
The MGH Senior HealthWISE lecture series will host "Sadness and Loss" Jan. 24, from 11 am to noon in the Walcott Conference Rooms. Gail Leslie, RN, a clinical nurse specialist with MGH Psychiatry, will present. For more information, call (617) 724-6756.

Applied biostatistics seminar series
The MGH Clinical Research Program will host a four-week seminar series "Seminars in Applied Biostatistics for Clinical Trials" Feb. 7, 14, 28 and March 7, from 3:30 to 5 pm in the Simches Research Center, third floor, Room 3120. The series is intended for investigators interested in clinical research and will review the statistical approach to problems commonly encountered in research. Registration is required. For more information, call Lauren Michaels at (617) 726-5010. To register, visit *http://hub.partners.org.*

Guaranteed Ride Home program
All MGH employees have free access to the Guaranteed Ride Home program through the hospital's membership in the Artery Business Committee Transportation Management Association, which sponsors the program. The service provides a free ride home in the event of an emergency or unscheduled overtime. For more information or to register, visit *www.abctma.com/services_ridehome.htm* or call the MGH Commuter Services Office at (617) 724-6588.

Call for United Way hockey players
A meeting for all MGH hockey players interested in participating in the annual United Way charity hockey game will take place Jan. 24, at 4 pm in the Haber Conference Room. The MGH team will compete against Boston Bruins alumni. For more information, send e-mail to Laura Merino at *lmerino@partners.org.*

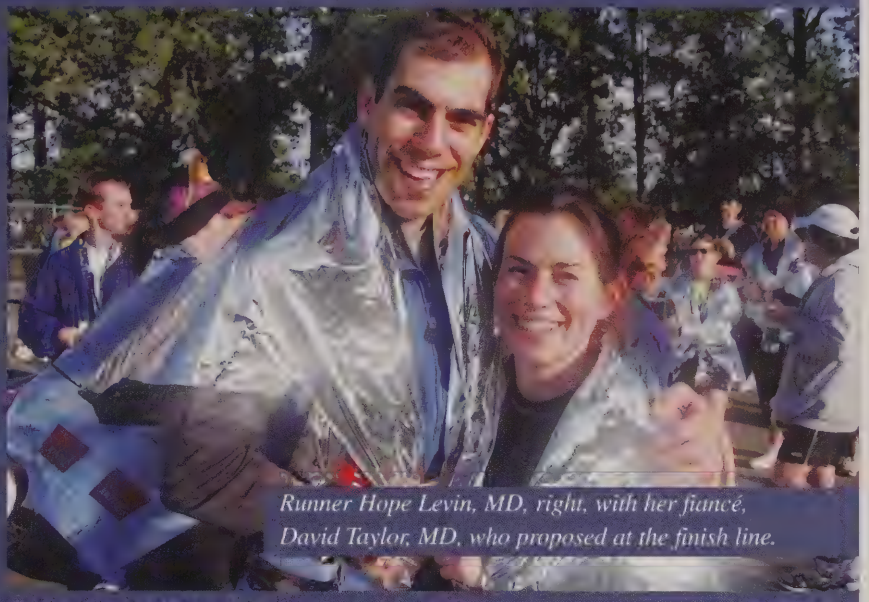
January 27, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Psychiatry residents run a "magical" race

Mickey Mouse and his cast of friends recently had some help brightening the days of young patients of the MGH Child Psychiatry Service. A group of eight MGH Child Psychiatry residents and one staff member traveled to Mickey's home in the Magic Kingdom to run the Walt Disney World half-marathon Jan. 7, raising more than $12,000 to benefit patients. The race was the inaugural fundraising effort of the Massachusetts General Hospital Psychiatry Residents' Gifts for Ill Children (MAGIC) fund, an initiative that aims to enrich the lives of children coping with psychiatric illness. The MAGIC fund bolsters young patients' self-esteem by providing them with gifts that foster their individual strengths.



Runner Hope Levin, MD, right, with her fiancé, David Taylor, MD, who proposed at the finish line.

"Dealing with an illness is much more bearable when individuals have a part of themselves that they feel good about," says Bill Wood, MD, an MGH Child Psychiatry resident and a runner in the race.

The other MGH runners were Child Psychiatry residents Robert Althoff, MD, PhD; Jennifer Derenne, MD; Hope Levin, MD; Vaughn Mankey, MD; Peter Newberry, MD; David Rubin, MD; Maya Strange, MD; and Sandrine Medeiros, an administrative assistant for MGH Child Psychiatry.

For more information about the MAGIC fund, contact Medeiros at (617) 726-2726 or *sgmedeiros@partners.org*.

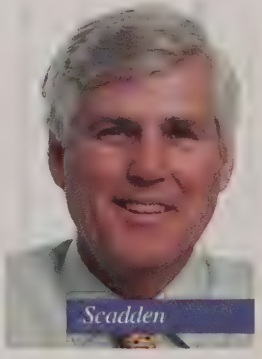
ADVANCES

Study identifies molecule essential for proper localization of blood stem cells

Scientists at the MGH Center for Regenerative Medicine (CRM) have defined a molecule that dictates how blood stem cells travel to the bone marrow and establish blood and immune cell production. The discovery in an animal model may help improve bone marrow transplantation and the treatment of several blood disorders.

"This is another remarkable example of how bone and bone marrow interact. A receptor known to participate in the body's regulation of calcium and bone also is critical for stem cells to engraft in the bone marrow and regenerate blood and immune cells," says David Scadden, MD, director of the MGH-CRM. "It reminds us how looking closely at where stem cells reside may tell us a lot about how to manipulate them." Scadden is senior author of the report, which will be published in the journal *Nature* and is available online.

Hematopoietic or blood stem cells are critical to the daily production of more than 10 billion blood cells and are the basis for bone marrow transplant therapy for cancer. These cells are extremely powerful at regenerating blood and immune cells, but only if they travel to the proper location when introduced into the body, a process that depends on largely unknown molecules. Investigating evidence that suggested fundamental interactions between the processes of bone formation and stem cell development, the researchers found that a molecule called the calcium-sensing receptor appears to direct stem cells to the marrow via its interaction with the bone protein collagen I.



Scadden

"Since there already are drugs available that target this receptor, we may be able to quickly adapt these findings in animals to the treatment of human patients," says Scadden. MGH co-authors of the study are Gregor Adams, PhD; Karissa Chabner; Ian Alley; Douglas Olson; Zbigniew Szczpiorkowski, MD; and Mark Poznansky, MD, PhD – all of the CRM. ●

"Go Red for Women" campaign celebrates healthy hearts

According to the American Heart Association (AHA), cardiovascular disease is the leading cause of death for women in the United States, killing approximately 500,000 females each year. To give women the tools, information and support they need to help prevent cardiovascular disease, the MGH Heart Center will host a variety of heart-healthy activities Jan. 30 through Feb. 3 as part of the AHA's "Go Red for Women" campaign, an annual effort that promotes better heart health for women of all ages.

Below is the schedule of activities:

Jan. 30 – The campaign's kickoff celebration will be held from 10 am to 2 pm in the Main Corridor, where visitors can receive an official "Go Red" pedometer. Participants are invited to wear the pedometer during their regular daily activities, and on Feb. 3, all participating MGH employees can e-mail the total steps taken to *MGHGoRed@partners.org*. The individual with the highest number of steps will receive an Apple iPod.

Jan. 31 – A self-care massage class will be held from noon to 1 pm in the Walcott Conference Rooms. Michelle Connolly, a massage therapist with The Clubs at Charles River Park, will teach techniques to manage stress and reduce muscle tension using everyday household items.

Feb. 1 – Information tables providing facts about heart disease, healthy eating and exercise will be located in the Main Corridor from 11 am to 3 pm. Visitors also can receive free blood pressure screenings.

Feb. 2 – A lunchtime program "Women and Heart Health: Know Your Numbers," will be held from noon to 1 pm in the Thier Conference Room with presenter Stephanie Moore, MD, an MGH cardiologist. A light lunch will be served.

Feb. 3 – MGHers are invited to wear red clothing in honor of the official "Go Red" Day. Employees with uniform restrictions and all others interested can receive a red dress pin. All participants are invited to pose for a group photograph at 10:30 am in the Main Corridor near Coffee Central. The department with the most employees who wear red and pose for the photograph will win a catered lunch. In addition, each day during the week, the Eat Street Café will serve a heart-healthy entree. For more information, visit *www.massgeneral.org/GoRed.* ●

Betancourt recognized by Latino community

Joseph R. Betancourt, MD, MPH, director of the MGH Disparities Solutions Center, was named to the "Poderometro 2005/Powermeter 2005" by *El Planeta*, the largest Spanish-language magazine in Massachusetts. The list recognizes 100 individuals who have positively affected the Latino community in the state.

The Disparities Solutions Center – the first, hospital-based center of its kind in the United States – is dedicated to the development and implementation of strategies that advance policy and practice to eliminate racial and ethnic disparities in health care. The center recently received a $2 million grant from the Robert Wood Johnson Foundation for its "Leading Change" project to disseminate strategies to address health care disparities nationally. The center also is collaborating on the new Chelsea Diabetes Disparities Program (CDDP) at the MGH Chelsea HealthCare Center, which aims to address disparities in health care for Latino diabetes patients. Patients participating in this pilot program will receive assistance with disease management through telephone outreach, individual coaching and a group education program.

In memoriam: Paul Lindquist

Paul Lindquist of MGH Patient Care Services died Jan. 15 at the age of 60 after an extended illness. An MGH employee for 33 years, Lindquist started at the MGH as a unit coordinator in 1973 and spent much of his time working in Orthopædic units.

In 1990, he became a financial analyst for what is now Patient Care Services Management Systems, a position he held until his death. Before his career at the MGH, Lindquist served in the U.S. Air Force from 1969 to 1973 and served time in Vietnam.

His colleagues remember him for his sense of humor, his reliability and willingness to help anyone in need and for his highly regarded knowledge and expertise.

Voices of MGH Choir

Lessons from a legacy: Martin Luther King remembered

As with many traditions held at the MGH, the annual Martin Luther King, Jr., celebration has become a favorite for many employees. The annual event provides an opportunity to hear the insights of prominent guest speakers who share their views of the legacy of the slain civil rights pioneer. Hubie Jones, a well-known and revered educator, community activist and Boston-area civic leader, shared the lessons he has learned from King at this year's presentation, held Jan. 20 in the O'Keeffe Auditorium.

Jones

Jones spoke of the importance of recognizing Martin Luther King Day not just as a holiday but as an opportunity to remember this nation's past and to look ahead to the future. "This holiday is not a gift but rather a hard-won achievement," said Jones. "No other American hero in our history has been honored by a national holiday – not even our greatest presidents. We should not take this holiday for granted but use it as a time of reflection and an opportunity to rededicate ourselves to King's work for the future."

Jones outlined five lessons that everyone can learn from King's legacy. The first is that all citizens can make a difference. He noted that King was not an elected official but a citizen who took his responsibilities seriously and collaborated with others to help create a better world. The second lesson is to respond positively when called upon to serve. He recalled that King at first was reluctant to lead the civil rights movement but answered the call when leadership was needed. Maintaining clear ethical standards is the third lesson learned from King, who always promoted peace, love and goodwill rather than hate and violence. Jones stated that King led a passion-driven life, emphasizing the importance of following dreams and pursuing interests and talents as the important fourth lesson. The fifth lesson is the right for every citizen to have a voice, to stand up for beliefs and to not remain silent – otherwise democracy is put at risk. "It is important to engage each other in civil discourse to have any kind of true democracy. Change starts with each of us," he said.

Jeff Davis, senior vice president for MGH Human Resources, served as master of ceremonies, and Peter L. Slavin, MD, president of the MGH, spoke about the hospital's progress in diversity efforts for employees and patients. Carlyene Prince-Erickson, director of MGH Employee Education and Leadership Development, introduced the MGH Black Achievers for 2006 – Glenda Best of the Wellman Center for Photomedicine and Courtneay Small of Clinical Pathology.

The Roland Hayes School of Music Chorus gave a rousing musical performance of songs such as "Lift Every Voice and Sing" and "I Have a Dream." And back by popular demand, the Voices of MGH – a choir comprised of MGH employees – performed "We are the Children of One World," which they debuted at the Association of Multicultural Members of Partners (AMMP) Martin Luther King Day event held Jan.13. ●

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MGH HOTLINE

Be Fit: Massage class eases stress

Most commonly used to flatten dough to make pies, rolling pins also can be used to loosen muscles and ease stress. Tips on how to use everyday household items to chase away tension were offered at the Be Fit program's massage class held Jan. 19. Led by Michelle Connolly *(above)*, a massage therapist for The Clubs at Charles River Park, the class focused on self-care massage techniques using items such as tennis balls, golf balls and rolling pins. The class is offered as part of the Be Fit program's Survivor Sessions – monthly seminars to help guide participants toward healthy living. The sessions are open to Be Fit members and nonmembers. For more information, visit *www.massgeneral.org/clubsatcrp/befit.*

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IN GENERAL

Rebecca Betensky, of the MGH Biostatistics Center, received the annual Mortimer Spiegelman Award from the American Public Health Association (APHA) Statistics Section, the oldest and largest organization of public health professionals in the world. The award recognizes an outstanding public health statistician under the age of 40.

Sekar Kathiresan, MD, of MGH Cardiology, and **Rochelle Walensky, MD, MPH,** of MGH Medicine, were two of the recipients of the 2005 Clinical Scientist Development Awards given by the Doris Duke Charitable Foundation. The award program supports junior physician-scientists in making the critical and challenging transition to an independent researcher. Award recipients work in the fields of cancer, AIDS, cardiovascular disease, sickle cell anemia and other blood disorders.

John A. Parrish, MD, chief of MGH Dermatology and director of the Center for Integration of Medicine and Innovative Technology (CIMIT), has been elected to the Board of Directors for the National Space Biomedical Research Institute (NSBRI). The NSBRI – funded by the National Aeronautics and Space Administration – is a consortium of institutions studying the health risks of long-duration space flight. Projects address concerns such as bone and muscle loss, cardiovascular changes, immunology and infection.

WHAT'S HAPPENING

Patient safety conference
Kaiser Permanente, CRICO and the Risk Management Foundation of the Harvard Medical Institutions will host a patient safety conference "Seize the Moment: Reaching Excellence in Patient Safety" Feb. 6 and 7, at the Seaport Hotel in Boston. CME credits are available. For more information or to register, visit *www.rmf.harvard.edu/conference2006.*

McGovern award
Nominations now are being accepted for the Brian A. McGovern, MD, Clinical Excellence Award, established in memory of MGH cardiologist Brian A. McGovern, MD. The award recognizes physicians who demonstrate the qualities that characterized McGovern – clinical excellence, commitment and compassion. All MGH employees can submit a nomination, which must be received by Feb. 16. To submit a nomination online, visit *http://is.partners.org/mgpoOnline/mcgovern.asp.* For more information, call Beth LaRossa at (617) 724-4549.

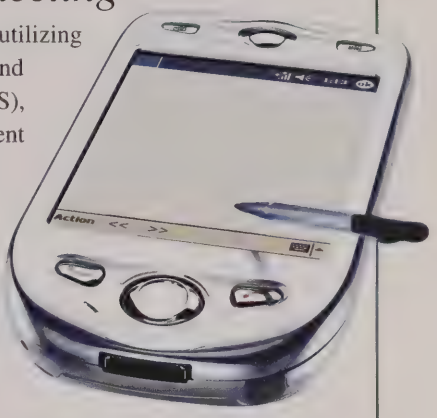
CRP series
The MGH Clinical Research Program will host the series "Problem-Based Biostatistics for Physiologic Investigators" March 13, 20, 27 and April 3, from 3:30 to 5 pm in the Simches Research Center, third floor, Room 3120. The series is intended for investigators with moderate or substantial statistical experience. Enrollment is limited to 25, and registration must be received by March 8. To register, visit *http://hub.partners.org.* For more information, call Lulie Ebaugh at (617) 724-2900 or send e-mail to *lebaugh@partners.org.*

February 3, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Future of hospital technology the focus of leadership meeting



When compared to other academic medical centers, the MGH is often seen as a leader in utilizing information systems, particularly in supporting the hospital's commitment to the quality and safety of patient care. While the hospital has made significant progress in Information Systems (IS), much work is planned for the future. Jim Noga, MGH chief information officer, outlined the current IS projects that will have a significant impact on patient care at a hospitalwide leadership meeting Jan. 30 in the O'Keeffe Auditorium.

According to Noga, the hospital has made excellent progress in reaching the ultimate goal of every patient care area using an electronic medical record. In the ambulatory care practices, 90 percent of primary care physicians and 80 percent of specialists are using electronic records, and the remaining practices are planning to change.

He also gave a status report on current IS projects that affect clinicians. For example, to search for available beds, Admitting Services and Patient Care Services staff will be able to use a new software program called CBEDS (Coordinated Bed Efficiency Dash Board System) by the end of the year. This program will allow users to find available beds electronically as well as search for estimated times of patient transfers and discharges, dramatically improving patient flow.

He also noted that the hospital is working to allow the use of wireless technology in certain patient care areas so that doctors and nurses

(Continued on page 2)

Journey of a lifetime for young patient and MGH physician

Rakan Hassan has experienced more tragedy in his young life than most 12-year-olds. The young boy from Iraq was accidentally shot and seriously wounded last January – an incident that also left him and his six siblings orphaned. Because of inadequate medical care, Rakan had little hope of a full recovery until he was given the opportunity to come to the United States for treatment. In September, he embarked on a valiant journey of hope and opportunity that led him to the MGH, where he has been treated for the last five months.

He was brought to the MGH with support from the Ray Tye Medical Foundation, U.S. Sen. Edward M. Kennedy, Project HOPE and the U.S. military, which provided air transportation. Rakan's injury was severe – the bullet lodged in his spine, leaving him paralyzed and with serious damage to his bladder and bowel.

After extensive evaluation and treatment by doctors and nurses at MassGeneral Hospital for Children, Rakan was transferred to Spaulding Rehabilitation Hospital where he began intensive physical and occupational therapy to regain his mobility.

"With the help of many good people at the MGH and Spaulding, Rakan overcame enormous physical challenges," says Laurence Ronan, MD, of MGH Internal Medicine Associates, director of the Thomas S. Durant Fellowship in Refugee Medicine, and Rakan's attending physician. "He is a boy with a lot of spirit, character and courage, and we were all very proud to be a part of his recovery."

Because of Rakan's tremendous progress and can-do spirit, he now can walk with crutches and was cleared to travel aboard a military airplane back home to Mosul this week, escorted by Ronan.

After Ronan successfully accompanied his young patient home to Iraq, his trip to the worn-torn country took an unexpected turn on the way back to the United States. Ronan ended up on the same military flights from Balad to Ramstein and then on to Andrews Air Force Base in Maryland that brought home ABC News anchor Bob Woodruff and cameraman Doug Vogt. Woodruff and Vogt were both severely injured by a roadside bomb north of Baghdad earlier in the week. Ronan was able to see firsthand the incredible medical care the two patients received aboard the C-17 Air Force transport jet that carried a mobile intensive care unit.

Ronan, left, with Boston Globe reporter Kevin Cullen and Col. Tod Wall of the Mississippi Air National Guard

"The extraordinary care that the nation witnessed our military deliver to those two severely injured newsmen during the past few days is standard care for our troops who daily suffer similar injuries or worse," says Ronan. "We should be very proud of and grateful to these doctors and nurses at the Combat Support Hospitals, Critical Care Air Transport teams and Lundstahl Regional Medical Center."

– Leadership meeting

(Continued from page 1)

can use handheld PDA devices to access programs such as Patient Keeper, which shows a particular patient's current location and their most up-to-date diagnostic data. These PDA devices also give the user e-mail access and eventually will be used as cell phones and text pagers. Noga also demonstrated several new technologies that are being piloted in patient care areas such as a new wireless laptop cart to give clinicians bedside access to a computer terminal, and a "smart pen," which allows patients or providers to fill out forms using a pen device that links to a Partners computer terminal to download the written information.

Also at the meeting, Peter L. Slavin, MD, president of the MGH, gave a few brief updates about important hospital operations and initiatives. He reported that the hospital is in a good financial position ending the second quarter, with strong revenue and investment results that seem promising for the rest of the year.

He also outlined plans for the new clinical facility that will replace the Clinics and Vincent Burnham buildings and will connect the Yawkey Center for Outpatient Care to the main campus. This building will increase capacity by offering more inpatient beds, procedure areas and some ambulatory care services. Completion of the building is expected in 2011.

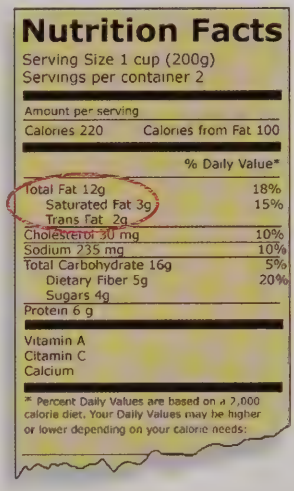
The partnership between the North Shore Medical Center and the MGH to develop an ambulatory care center and medical office building off Route 128 in Danvers has made the local news recently. Slavin noted the importance of this partnership and announced the next step was scheduled to take place later that evening – obtaining zoning approval at the Danvers town meeting. As *Hotline* goes to press, we have learned that the zoning change was passed by Danvers town council members.

Slavin also announced plans for the hospital to develop a physician education strategic plan, similar to the clinical strategic plan developed two years ago. This plan will focus on the MGH's physician training programs and will be done in conjunction with Partners and BWH. A retreat to discuss the education strategic plan is planned for the spring.

Jeff Davis, senior vice president for Human Resources, closed the meeting with an update about labor relations and employee relations and announced labor relations training sessions for managers to be offered in February and March. ●

MGH cafeterias make a change to lower trans fat content

Following the latest nutrition trend, concern about the use of trans fats in food products recently has taken center stage. Starting in January, the Food and Drug Administration now requires all food manufacturers to include trans fats on their food labels. Trans fats now are listed under the total fat category along with saturated, monounsaturated and polyunsaturated fats. Both trans fats and saturated fats have been shown to increase the low-density lipoprotein or "bad" cholesterol levels that increase the risk of heart disease.


Nutrition Facts
Serving Size 1 cup (200g)
Servings per container 2
Amount per serving
Calories 220
Calories from Fat 100
% Daily Value*
Total Fat 12g 18%
Saturated Fat 3g 15%
Trans Fat 2g
Cholesterol 30 mg 10%
Sodium 235 mg 10%
Total Carbohydrate 16g 5%
Dietary Fiber 5g 20%
Sugars 4g
Protein 6 g
Vitamin A
Vitamin C
Calcium
* Percent Daily Values are based on a 2,000 calorie diet. Your Daily Values may be higher or lower depending on your calorie needs:

Most trans fats are formed when liquid oils are made into solid fats. Examples of foods containing trans fats are vegetable shortenings, some margarines, crackers, cookies, snacks and other foods made with or fried in partially hydrogenated oils. Trans fats also are found naturally in some animal-based foods.

To help address the trans-fat content in frying oils used in hospital cafeterias, MGH Nutrition and Food Services has eliminated trans fats from frying oils starting this month. For example, by making this change, the amount of trans fat in the hospital's french fried potato wedges has been reduced by 80 percent. In addition, the Eat Street Café and the Charles River Plaza Café at the Simches Research Center now offer a new crinkle-cut french fry that has no trans fats at all.

"It is important to remember that foods fried in trans-fat-free oils still contain the same number of calories as foods fried in oil with trans fat and should be eaten in limited quantities," says Susan Barraclough, RD, director of MGH Nutrition and Food Services. "This important change in lowering the trans-fat content, however, will help us to continue our commitment to provide nutritious, healthy, desirable and delicious food to our many customers." ●

Back row, from left, Kim Simonian and Kathleen Kehoe; front row, from left, Barbara Moscowitz, Ianelli and Taryn Pittman all collaborated on the Medicare part D project.

MGH HOTLINE

MGH Revere: Learning from Toyota

Every year, the MGH Revere Internal Medicine practice is challenged by the logistics of its flu-shot clinic. Fitting 500 flu-shot appointments into a packed schedule is not an easy task. This year, staff applied process improvement concepts they learned from automobile manufacturer Toyota to meet that challenge. Companies and organizations around the country have been implementing what have become known as "lean principles," developed by Toyota to streamline production, eliminate waste and continuously improve the production process.

Staff at MGH Revere worked with Steven Spear, a senior fellow with the Institute for Healthcare Improvement (IHI), to apply Toyota's lean principles to the flu-shot clinic.

"The results of using this model were surprising," says Joan Niles, RN, the unit nurse leader at MGH Revere. "Lengthy waits for patients were eliminated, and the work was easier for staff."

Using the lean principles, MGH Revere staff managed the flu-shot clinic so that they could do the work while learning to improve the process. This model involved several elements. First, the staff scripted how the flu-shot clinic would work, including check-in, inoculation, documentation and checkout. Specifying the process design ahead of time served two purposes. It captured the staff's shared understanding of what would work best, and it defined what was expected ahead of time, making it easier to identify what had gone wrong when a problem arose.

When a problem was identified, staff made sure not to "make due" by working around it. Instead, they compared the actual experience with their expectations, redesigned their work processes based on what they discovered and incorporated changes into each successive flu-shot session.

Staff paid close attention to the myriad of inconveniences that made the flu-shot clinic more difficult than necessary for staff and patients and responded rapidly to fix these inconveniences. More than 20 small changes in process design were made, which allowed them to increase productivity *(See chart at left).*

"We become used to inefficiency to such a degree that we actually accept it as the norm," says Eric Weil, MD, chief of the MGH Revere Internal Medicine Unit. "It is only when these inefficiencies are removed that we realize just how great a burden they've been. The changes we've made by implementing Toyota's manufacturing principles have been subtle. The cumulative impact of all these changes, however, has significantly improved overall efficiency and quality within the practice."

To learn more or to be among the next departments to pilot Toyota's lean principles, contact Sally Iles at (617) 726-8283. ●

MGH helps with new Medicare prescription drug plans

On Jan. 1, Medicare – the federal government's health insurance program – implemented Medicare Part D, a new prescription drug benefit that offers eligible individuals insurance coverage for prescription drugs through a variety of different plans. To help MGH patients navigate the new system and choose the plan best suited for their needs, staff members from MGH Patient Financial Services, Senior HealthWISE, MGH Community Benefits and the Blum Patient and Family Learning Center have joined together to provide patients with a variety of Medicare Part D resources. Beginning Feb. 6, Patient Financial Services will provide counseling and enrollment assistance at Central Registration in the WACC and in inpatient registration areas. The department also will provide counseling on an ongoing basis at the Yawkey Center for Outpatient Care, Room 2A.

Additional resources for patients are weekly information tables – located in the Main Corridor adjacent to the Blum Center – which will be displayed on an ongoing basis. At these tables, visitors will have access to brochures and free assessments and pre-screenings for their personal Medicare Part D needs.

"This has been the greatest expansion of Medicare in its 40-year history," says Joseph Ianelli, manager of MGH Patient Financial Services. "In Massachusetts, patients have to choose from 45 plans or several Medicare advantage plans. From the very beginning, the MGH collaboration has been a significant help in assisting patients with this important decision."

For more information, to join an e-mail list providing the latest information about the plans or to arrange a presentation about the program for individual departments, contact Ianelli at (617) 724-2009 or at *jianelli@partners.org.*

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MGH HOTLINE

WHAT'S HAPPENING

Black History Month celebrations

In honor of February as Black History Month, the Association of Multicultural Members of Partners (AMMP) will host a showing of the movie *Yesterday* Feb. 9, from 5 to 7 pm in the Haber Conference Room. AMMP also will host "A Tribute to Black History through Music and Dance" Feb. 23, in the WACC Lobby. The time of this event will be announced in a future issue of *Hotline*. For more information, send e-mail to *phsammp@partners.org*.

Hazmat decontamination team volunteers needed

The MGH hazmat decontamination team currently needs volunteers. Information sessions for those interested in participating will be held Feb. 6, from 9 to 10 am, and Feb. 7, from 11 am to noon. Both sessions will take place in the Yawkey Center, in the Satter Conference Room 2210. To view the job description or application, visit *http://is.partners.org/hr/affiliates/mgh/hazmat/info.htm*.

Please join the celebration of the 10th anniversary of the Center for Psychoanalytic Studies on Saturday, February 11, 2006 from 9 am to 1 pm in the O'Keeffe Auditorium.

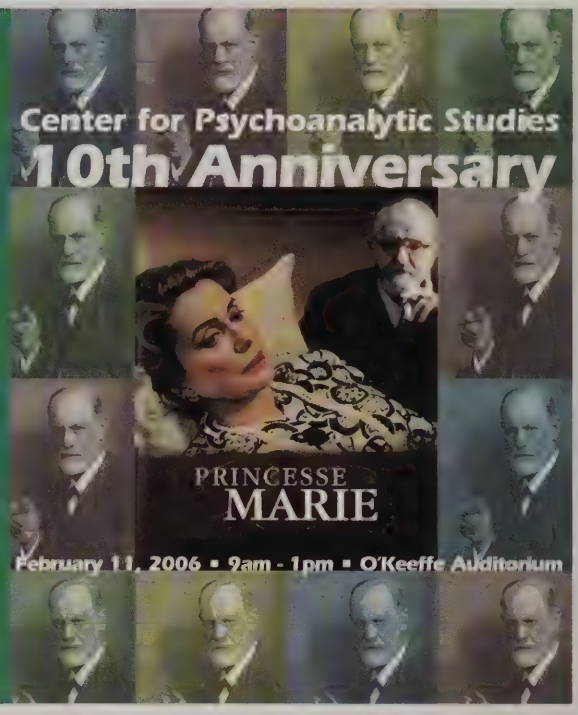
The program will feature a showing and discussion of the film "Princess Marie."

Representative Ruth Balser will be presented with the Endowment Leadership Award for the Advancement of Mental Health.

Welcoming remarks: Anne Alonso, PhD
Discussant: Armand Nicholl, MD

This free event is sponsored by the MGH Endowment for the Advancement of Psychotherapy and is open to the public.

Cake and coffee will be served.



Senior HealthWISE lecture series

The Senior HealthWISE lecture series will host a presentation about eating as an aging adult Feb. 14, from 11 am to noon in the Walcott Conference Rooms. Mary Ann Hardenbergh, project director of the Action for a Community Centered Nutrition Training workshop, will be the guest speaker. Admission is free. For more information, call (617) 724-6756.

American women in medicine exhibit

The Archives for Women in Medicine at the Countway Medical Library at Harvard Medical School will host the exhibit "Changing the Face of Medicine" March 13 through April 20 to celebrate the history of American female physicians. The traveling exhibit is based on a larger exhibition that was displayed at the National Library of Medicine from 2003 through 2005. For more information, visit *www.nlm.nih.gov/onlineexhibitions.html*.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

In memoriam: Robin Holloway, BSN

Robin Holloway, BSN, a longtime employee at the MGH, died Jan. 14 after an extended illness.

Holloway first joined the MGH in 1978 as a Northeastern University co-op student. After receiving her nursing degree, she worked as a nurse on the Medical Service. Robin eventually moved to caring for patients in the Medical Intensive Care Unit and in recent years worked in the Pre-Admission Testing Area.

February 10, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Catalia Blakey, front, with her MGH host Christine Simmons and the Groundhog Day mascot.

Me and my shadow

On Groundhog Day, a groundhog named Punxsutawney Phil provides the annual forecast of spring's arrival, determining when the season will arrive based on the appearance of his shadow. Like the groundhog, the MGH has its own shadowing tradition — Groundhog Job Shadow Day. On Feb. 2, more than 20 students from East Boston High School (EBHS), the MGH high school education partner, visited the hospital and learned about health care careers by "shadowing" hospital staff.

Job shadow students spent the day with their shadow hosts observing, asking questions and assisting them when appropriate, all the while getting a first-hand look at the dynamic world of health care. Departments that took part included Accounts Payable, Bulfinch Medical Group, Cardiac Surgery, Health Information Services, Human Resources, Infectious Disease, Materials Management, Neurology, Orthopaedics and Nutrition and Food Services.

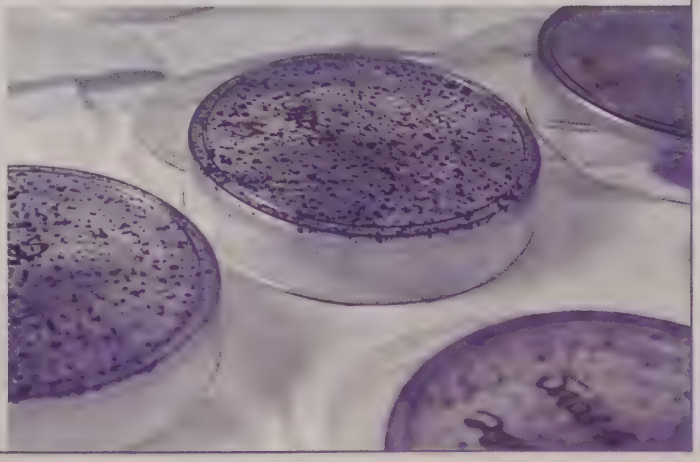
For more information about the MGH/EBHS partnership, call (617) 724-6328.

New location for Scientific Advisory Committee meeting

The new Simches Research Center will be the site of next week's activities for the annual meeting of the MGH Scientific Advisory Committee (SAC). The 30th research symposium and poster session will be held Feb. 15 followed by the 59th annual SAC meeting Feb. 16. Wednesday's poster session on the Simches second floor will feature 156 research posters, 11 of which have been named "posters of distinction." Eight students from the Timilty Middle School also will present posters developed from science fair projects that were mentored by MGHers.

The research symposium – in Simches Room 3110 and open to the entire MGH community – will begin at 2:15 pm Feb. 15 with a welcome from Peter L. Slavin, MD, president of the MGH. David Pauls, PhD, of MGH Psychiatry, will discuss "Genetics and Psychiatry: Understanding the 'Nature' of Psychopathology;" and Kenneth Chien, MD, PhD, director of the MGH Cardiovascular Research Program, will present "Heart Like Blood: The Islet-1 Cardiovascular Progenitor Story." At 4 pm, keynote speaker Joseph Goldstein, MD, professor and chair of Molecular Genetics at the University of Texas Southwestern Medical Center at Dallas and an SAC member, will address "The SREBP Pathway: An Ensemble of Membrane Proteins that Sense and Control Cholesterol."

The SAC annual meeting, from 8 am to 3:50 pm Thursday also in Simches Room 3110, will focus on "Translational Research at the MGH: Looking Ahead." Presentations will include staff sharing experiences from the MGH Cancer Center, the Department of Radiology and the Center for the Integration of Medicine and Innovative Technology (CIMIT). The directors of the thematic research centers will discuss their current activities, and the afternoon will include an examination of the future of the General Clinical Research Center.



Parking in front garages made easier

MGH employees who park in the Fruit and Parkman Street garages on nights and weekends soon will be able to use their MGH ID badges as their parking access cards, eliminating the need for a separate access card.

The MGH Parking Office will automatically convert to ID badge access beginning Feb. 13. This will not affect employees who already use their ID badges for garage access. Once employees have used their IDs to get into the garage, old access cards (shown above) should be deposited into boxes at the garage exits.

If an ID badge does not work once the conversion has taken place, it will need to be reprogrammed by the MGH Parking Office in stages (see chart at left). Employees should continue to use their existing access cards until it is their designated time to visit the MGH Parking Office located in the Fruit Street garage.

Old access cards will be deactivated alphabetically on each of the last days of manual programming listed. Employees who park at night or on the weekend and do not have their ID badges will have to pay the visitor rate of $6 before exiting if employment status can be verified; otherwise the $20 public rate will be applied.

Manual ID badge programming will be on the following dates by last name in alphabetical order:

A through C
Feb. 13 to 25

D through H
Feb. 21 to March 4

I through M
Feb. 27 to March 11

N through S
March 6 to 18

T through Z
March 13 to 25

Requests for security access goes electronic

To better serve the MGH and Partners community, MGH Police, Security and Outside Services is shifting from paper forms to electronic submissions for all employees who wish to have their photo ID badges programmed for access to secure/restricted areas.

The new paperless system will use a request-for-access form obtained on the Police and Security website located at *www.mghpolice.com*. Authorized access granters, who have been selected in advance to represent their departments, can visit this website to select the form and follow the step-by-step instructions. Granters then can e-mail the requests for the appropriate areas to *mghphotoIDcampussatellites@partners.org* for off-site locations, or to *MGHphotoIDmaincampus@partners.org* for on-campus locations. Once the programming has been completed, the requester will receive an e-mail confirming access.

In addition, new employees now can receive pre-programmed access when they first receive their photo ID. Managers of new employees will receive an e-mail from Human Resources with instructions and a link to the online request form. Requests must be submitted by 4 pm on the Thursday before new employee orientation to be held the following Monday.

If access is required at both the main campus and at CNY or other off-site locations, the request should be sent to the predominant request location. For example, if a researcher is based at CNY but also works at the Simches Research Center, the predominant access would be at CNY, and the form should be submitted to *mghphotoIDcampussatellites@partners.org*.

For more information, call (617) 724-9339 for access on Main Campus or (617) 724-3031 for CNY and other off-site locations. ●

MGH Anesthesia Department suppresses pain and paper paychecks

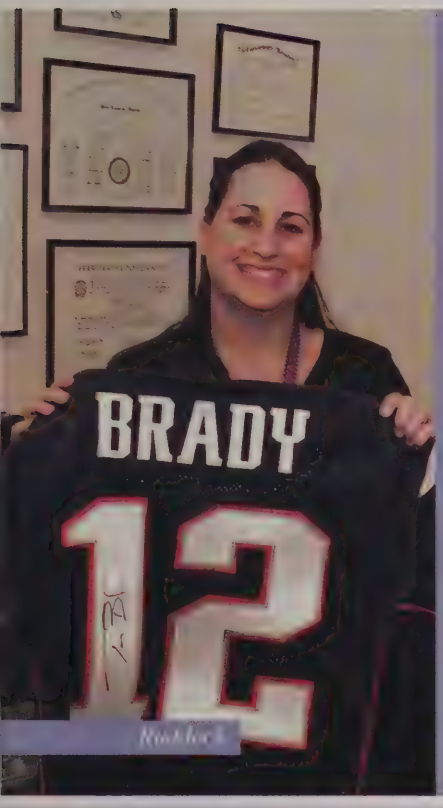
The staff of MGH Anesthesia and Critical Care recently joined many other hospital departments who have gone paperless with their paychecks. Employees in that department who have direct deposit are suppressing the weekly printing of the paper copies of their direct deposit advices.

"All of the technicians in my department suppress their paychecks," says Colleen Mackesey, RN, a manager for MGH Anesthesia and Critical Care. "They look at their paycheck online with PeopleSoft each Wednesday night and can choose to print a copy for their own records. It has worked out well for us."

All employees can access the exact pay and benefit information listed on the pay stubs in their PeopleSoft Employee Self-Service (ESS) account from any Partners or home computer on Wednesday afternoons, earlier than the Thursday pay advice distribution. If employees need payroll information for official personal business, the Payroll Department can provide appropriate documentation.

For more information about paperless paydays, managers should contact their department's Human Resources generalist. Employees who would like to go paperless can visit *ibridge.partners.org/getaccess*. ●

MGH HOTLINE



Rudduck

Brady jerseys are prized possessions

Two MGHers now are the proud owners of coveted New England Patriots jerseys autographed by the team's star quarterback, Tom Brady. Denise Whall-Strojwas, RN, of the Gillette Center for Women's Cancers, and Janie Marie Ruddock, registration coordinator for MGH Emergency Services, won the jerseys in a recent employee raffle held Jan. 23 through 26. The contest began with only one jersey available but because of the enthusiastic response of many MGH employees, a second jersey was added. The raffle raised more than $2,300 to benefit the MGH Fund, which supports a variety of hospital activities.

Whall-Strojwas with Peter L. Slavin, MD, president of the MGH

New cash management system will streamline department deposits

Early this spring, the MGH will introduce a new cash management system to replace the Shared Hospital Accounting System (SHAS) program that currently is used to record cash receipts in the financial systems. The new system is part of the PeopleSoft software suite and will offer many advantages with minimal impact to employees.

In the new system, deposits will be recorded using PeopleSoft department and account numbers. Walker numbers – the department and account numbers used in the past to record deposits to department budget reports – no longer will be needed. All cash, check and credit deposits will be immediately posted to the appropriate business unit, department and account, eliminating the need for staff in the Accounting Department to manually separate the deposits. Deposits also will be reconciled daily, allowing for easier and more rapid identification and resolution of misdirected funds and more accurate financial reporting.

A new deposit form will replace the existing one brought to the cashier's office. The green SHAS receipts will be replaced with a system-generated receipt given out by the cashier's office staff when funds are received. A limited number of high-volume areas will have the ability to input deposit information into the online system prior to going to the cashier's office. These areas currently are being identified and will be notified directly to arrange training.

"With only minimal changes required for those who bring cash deposits to the cashier's office, the new process will be much more convenient as well as efficient and will ensure more timely posting of deposits to department budget reports," says Marilyn Lugenbeal, controller for the MGH Finance Department.

For more information about the new system, contact Lugenbeal at (617) 724-2322 or Heidi Collins at (617) 726-6429. ●

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MGH HOTLINE

One of several groups of MGHers who posed for the official Go Red Day photo.

MGHers wear red for healthy hearts

As the rest of the nation honored "Go Red" Day Feb. 3, MGHers did their part to support cardiovascular disease awareness in women by wearing many brilliant shades of red to work.

"Go Red" Day is part of the annual American Heart Association's "Go Red for Women" campaign, which the MGH promoted last week through a variety of heart-healthy activities. "Heart disease is the number one killer of women, leading the next seven causes of death combined," says Kate Traynor, program director for the Cardiovascular Disease Prevention Center at the MGH. "The good news is that modifying even one of the risk factors can reduce a woman's potential for heart disease."

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;

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WHAT'S HAPPENING

New administrative fellowship for physicians

Applications now are being accepted for a new, one-year administrative fellowship for physicians. The goal of the program is to develop physician leaders in health care organizations by providing management training and experience in a variety of hospital settings. The fellow is expected to continue clinical practice during the year and to devote a minimum of 50 percent of his or her time to the fellowship. A stipend is available. Applications are due by March 15. Interested physicians should contact Jean Elrick, MD, at (617) 726-0430 or *jelrick@partners.org.*

Employee smoking cessation program

The MGH Human Resources Department, in cooperation with the MGH Quit Smoking Services and MGH Community Health Associates, is offering a smoking cessation program for employees. The group will meet Wednesdays, Feb. 22, March 1, 8, 15, 22, 29, April 5 and 12, from noon to 12:45 pm in the Yawkey Center, 10th floor, Room 10620. For more information or to register, call (617) 726-7443.

MGH Senior HealthWISE events

The MGH Senior HealthWISE lecture series will host "Eat for Life" Feb. 14, from 11 am to noon in the Walcott Conference Rooms. Mary Ann Hardenbergh, of the Action for a Community-Centered Nutrition workshop, will present. The Senior HealthWISE film series will host the movie "March of the Penguins," Feb. 16, from 10:30 am to 12:30 pm in the Haber Conference Room. Admission for both events is free. For more information, call (617) 724-6756.

IRB lecture

The Human Research Committee Institutional Review Board (IRB) and the Clinical Research Program will host "Tissue Banks: A Wise Investment" March 2, from 4 to 5:30 pm in the Simches Research Center, third floor, Room 3120. Physician and nursing continuing education credits are available. Registration is recommended. To register, visit *hub.partners.org/catalog/.* For more information, contact Lulie Ebaugh at (617) 724-2900 or *lebaugh@partners.org.*

Employee survey about new outpatient practice

All MGH and Partners employees are invited to participate in a survey about a potential new outpatient internal medicine practice specifically for MGH and Partners employees and their adult dependents. On Feb. 13, employees will be sent an e-mail with a link to the survey. Departments that do not use e-mail regularly should contact Nicola Majchrzak at (617) 726-0150 or *nmajchrzak@partners.org* to receive a paper copy of the survey.

Memorial service for Jody Brown, RN

A memorial service for Jody Brown, RN, of MGH Vincent Obstetrics and Gynecology, will be held Feb. 16 at 5:30 pm in the Chapel on Ellison 1. A reception will be held in the East Garden Room immediately following the service. For more information, call Fredda Zuckerman at (617) 724-3177.

February 17, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

fyi

ATHLETES go above and beyond physical limits to achieve high scores. They go through intense training and practice to attain and exceed their goals.

MGHers go above and beyond to achieve high standards in patient care. They re-evaluate to continuously improve the work that they do. Performance improvement is the foundation of the MGH mission to provide the best patient care possible.

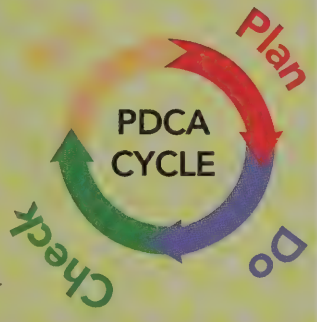
HOW DO WE DO PERFORMANCE IMPROVEMENT?

PLAN Identify an opportunity for improvement, measure current performance, set goals and develop an improvement plan.

DO Implement improvement plan by identifying resources and piloting the solution.

CHECK Measure performance again to see if the plan worked.

ACT Standardize the process and monitor to sustain improvement.



JCAHO readiness continues: Unannounced survey in 2006

Ongoing readiness efforts continue for the upcoming survey by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), which will take place some time in 2006. As of Jan. 1, the JCAHO has adopted a new policy of unannounced visits to health care organizations, which means that hospitals such as the MGH can expect the JCAHO surveyors to arrive at any time without prior notice.

"This new policy will allow the Joint Commission to be an unbiased reviewer of compliance with its standards," says Maryanne Spicer, director of MGH Compliance and chair of the hospital's JCAHO Operations Committee. "The Joint Commission also wants to encourage hospitals to sustain ongoing compliance – not to just ramp up their compliance activities when they know they will be surveyed. We support this approach and work each day to sustain and improve our performance and compliance with JCAHO standards."

As a part of these ongoing performance evaluation and readiness efforts for the JCAHO survey, the hospitalwide FYI campaign continues to keep employees and staff aware of important information related to their roles and responsibilities within the MGH community. The campaign – which features posters, flyers and articles in hospital publications – is meant to help MGHers provide the highest quality of care to patients while meeting the standards set by JCAHO.

The most recent FYI poster *(shown at left)* was distributed throughout the hospital this past week to remind MGHers of the performance improvement method the hospital has adopted called Plan, Do, Check, Act.

(Continued on Page 2)

Commitment to quality and safety: MGH introduces new web-based Safety Reporting System

When the hospital completed a comprehensive strategic planning effort two years ago, the issues of quality and safety emerged as top institutional priorities. Since then, the MGH has dedicated significant time and resources to study and enhance its existing systems and infrastructure to better provide high-quality and safe patient care. This March, the MGH will introduce one of the most significant and visible outcomes of this work – a new web-based Safety Reporting System.

This new system will make significant strides to help support employees and staff in maintaining a safe environment for everyone – patients, families, visitors, employees and staff. It will transform one of the most important safety systems the hospital relies on – reporting safety concerns, problems and errors, or what the hospital refers to as "incidents."

For many years, hospital employees and staff have used a paper-based incident reporting system to "flag" a wide variety of incidents – from minor events such as accidental spills to more serious problems such a patient's adverse reaction to a medication.

"The MGH community boasts an active and healthy safety reporting culture," says Joan Fitzmaurice, RN, PhD, director of the MGH Office of Quality and Safety. "Having an active

(Continued on Page 3)

MGH stroke team honored

The MGH Acute Stroke Quality Task Force (ASQT) recently was honored with a certificate of recognition from the American Stroke Association (ASA) for the hospital's ongoing participation in the ASA's "Get with the Guidelines-Stroke" program. The hospital-based program aims to improve the overall quality of care for stroke patients by helping hospitals institute guidelines – developed by the ASA, the American Heart Association and the Brain Attack Coalition – that address acute stroke management, prevention of stroke and cardiovascular disease and the establishment of primary stroke centers.

Through its participation in the Get with the Guidelines-Stroke program, the ASQT has access to training and staffing recommendations, discharge protocols, standing orders, data collection and management tools. The program also facilitates the sharing of best practices among participating hospitals.

Lee Schwamm, MD, director of the MGH TeleStroke and Acute Stroke Service, also directs the ASQT. "The ASQT was formed to help improve the quality of acute stroke care at the MGH," says Schwamm. "The members of the team have shown extraordinary dedication, passion and creativity in making this project happen. We have seen tremendous improvements in care during our first year of implementation."

For more information about the MGH Stroke Service, visit *www.stopstroke.org*.

Top photo, from left, Katie McCullough, ASQT project manager, Schwamm and Kelly Petti, ASA director of Quality Improvement. Bottom photo, members of the ASQT.

MGH Police and Security offers violence prevention classes

Nationally, workplace violence is on the rise, with more than two million reported victims of physical assaults per year. According to some studies, a hospital can be especially vulnerable to workplace violence because of its often tension-filled public environment.

MGH Police and Security has developed educational tools to minimize the threat of violence in a health care environment by using the proven management-of-conflict techniques of a program called Management of Aggressive Behavior (MOAB), which was conceived after years of research. The program – taught by certified instructors from MGH Police and Security and designed to increase one's confidence in managing conflict – provides strategies for preventing and diffusing aggressive, threatening or assaultive behavior and teaches active listening skills as well as personal defense, diversion and control skills in physical situations. The techniques offered in the class are effective regardless of participants' size, age, prior experience or physical condition.

A three-hour MOAB class "Strategies for Preventing and Diffusing Aggressive Behavior" will be held March 1, from 5 to 8 pm in the Thier Conference Room. To register, contact Stacey Kelley at (617) 724-3030. The cost is $30 per person payable before the course or at sign-in.

This class is a pre-requisite for "Strategies for Managing Physical Confrontations," which will be held March 8 and teaches participants how to defend against different types of assaults, attacks and overt harm. For more information about this class, contact Tom Murphy or Joe Green at (617) 724-8683. ●

—*JCAHO readiness continues*

(Continued from page 1)

Performance improvement – the practice of measuring patient care performance and looking for ways to do it better – is at the foundation of the MGH's mission to provide the best patient care. While the MGH has embraced performance improvement methods throughout its history, the hospital adopted the Plan, Do, Check, Act method as a simpler way of describing this approach. The method consists of four continuous steps:

Plan	Identify an opportunity for improvement, measure current performance, set goals and develop an improvement plan.
Do	Implement improvement plan by identifying resources and piloting the solution.
Check	Measure performance again to see if the plan worked.
Act	Standardize the process and monitor to sustain improvement.

For more information about the upcoming JCAHO survey, visit the MGH JCAHO website at *www.massgeneral.org/jcaho*. ●

Answering questions about protecting patient privacy

When the Health Insurance Portability and Accountability Act (HIPAA) was introduced in 2003, protecting patient privacy – already one of health care's most important ethical obligations – became even more complicated. Although the MGH offers continuing education about HIPAA guidelines, privacy breaches do occur – sometimes accidentally. To help employees and staff avoid breaches, *MGH Hotline* regularly publishes questions and answers about patient confidentiality. The questions are answered by Eileen Bryan, MGH HIPAA compliance specialist.

Q. *Recently, a male patient was dating a nurse practitioner. He came to the hospital for some tests and asked the nurse practitioner to review his results. After accessing his personal medical record, the nurse practitioner then showed the results to her attending physician. The physician invited the patient in for an undocumented professional consultation. Unfortunately, the personal relationship between the patient and the nurse practitioner ended soon after and not on good terms. The patient then reported this incident to the Office of Civil Rights as a breach of his private health information. An investigation of the situation showed that the nurse practitioner and attending physician had no written authorization from the patient allowing them to access his record. Although they both had the best intentions, these actions represented a serious privacy breach. How can this kind of situation be avoided?*

A. This kind of situation is challenging because it involved a personal relationship beyond the normal patient-provider relationship. Verbal requests or permission – even from patients whom employees know on a personal level, or close colleagues or family members – are never enough for anyone to access a confidential medical record. Under HIPAA privacy regulations, all employees who view a patient's medical record must have documentation proving a treatment relationship or have written authorization from the patient. Hospital records are audited on a weekly basis, and lack of written authorization for staff access in a patient's record could result in varying degrees of disciplinary action – including termination. In this case, the nurse practitioner should have asked the patient to provide a written authorization for both she and the attending physician to access his medical record. HIPAA compliant authorization forms can be accessed from the MGH HIPAA website at *intranet.massgeneral.org/hipaa/forms.asp*.

— Commitment to quality and safety

(Continued from Page 1)

safety reporting system is critical for many reasons, most importantly to address immediate problems, find solutions to fix systems that can cause major problems and identify hidden trends to set priorities in our patient safety efforts."

While hospital leadership relies on this system to identify safety concerns, the current paper incident-reporting system can be slow and cumbersome. This new Safety Reporting System will streamline the way employees and staff report incidents of all kinds. It is a major investment by the hospital to enhance communication and improve timeliness of follow-up and improvement measures.

"We hope this new system will encourage and empower staff to take action to help solve system problems," says Fitzmaurice. "Reporting problems or potential problems – large or small – is the right thing to do for staff, our patients and their families. This new reporting system will make it easier for staff to play an active role."

This new system is a product of the Quality and Patient Safety Task Force, led by Brit Nicholson, MD, MGH chief medical officer; Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; and Gregg Meyer, MD, medical director for the Massachusetts General Physicians Organization (MGPO). In the last two years, the members of the task force have been mapping a clear direction for the MGH and the MGPO on quality and safety issues as well as setting priorities for these efforts and integrating them into the hospital's culture.

"Individually and departmentally, we have always been concerned about the quality of care and safety of our patients," says Meyer. "In the past several years, many hospitals throughout the United States have refocused their commitment to quality and safety and enhanced the systems they have in place to support individuals and departments in maintaining high quality and safety in patient care. Our hope is to fully engage our hospital and care providers to help us lead the nation in this area."

This system also will be used at other Partners hospitals as part of the Partners' five signature initiatives designed to improve quality, safety and efficiency of patient care throughout the Partners system. The web-based Safety Reporting System addresses signature initiative #2 to increase patient safety and reduce medical errors. ●

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MGH HOTLINE

WHAT'S HAPPENING

MGH Chaplaincy Ash Wednesday schedule
On March 1, MGH Chaplaincy will host the following Ash Wednesday services: Roman Catholic masses will be held at 11 am and 4 pm, and an ecumenical service will be held at 12:15 pm. All services will take place in the Chapel on Ellison 1. Ashes will be distributed in the MGH Chapel between 9 am and 5 pm, as well as at CNY, the Charlestown and Chelsea health centers and the Massachusetts Eye and Ear Infirmary. Every effort will be made to bring ashes to each patient floor once between 8 am to 4 pm. For more information, call (617) 726-2220.

MGH Disabilities Awareness Day
The MGH Council for Disabilities Awareness will sponsor "Disabilities Awareness Day" Feb. 28, from 10 am to 4 pm in the Blum Patient and Family Learning Center. Visitors will learn about the resources available at the MGH for people with sight, hearing and mobility disabilities. The event also will serve as the launch of the center's new disability access center and the new MGH accessibility website. For more information, call (617) 724-7352.

Spring 2006 professional development course offerings
MGH Training and Workforce Development is offering spring 2006 courses about topics such as communication and writing skills, time and project management and understanding hospital finances. To view the complete schedule, visit *is.partners.org/hr/training/hr/training.html.* Registration is available through PeopleSoft. For more information, call Luisa Carvajal at (617) 724-3368 or send e-mail to *mghtraining@partners.org.*

Patient and family involvement in care seminar series
The MGH Ambulatory Practice of the Future and the Stoeckle Center for Primary Care Innovation are co-hosting a new seminar series "Patient- and Family-Centered Ambulatory Care: Partnerships for Quality and Safety," the fourth Wednesday of every month, beginning Feb. 22. Seminars will be held from 4 to 5:30 pm in the Ether Dome. Beverly H. Johnson, president and chief executive officer of the Institute for Family-Centered Care, will present. For more information, send e-mail to Nicola Majchrzak at *nmajchrzak@partners.org.*

Public forum about eating disorders
The MGH Harris Center for Education and Advocacy in Eating Disorders will host the public forum "Body Image, Culture and the Media: Voices of Today" Feb. 21, at 7 pm in the Gutman Conference Center at the Harvard University Graduate School of Education. Robin Young, host of WBUR's *Here and Now,* will moderate. Admission is free. For more information, contact Elizabeth Ong at (617) 724-1744 or *eong@partners.org.*

Black History Month tribute
In honor of February as Black History Month, the Association of Multicultural Members of Partners (AMMP) will host "A Tribute to Black History through Music and Dance" Feb. 23, from 1 to 2:30 pm in the Wang Lobby. The Children's Dance Group from the Stajez Center for the Arts will be among the performers. For more information, send e-mail to *phsammp@partners.org.*

Smoking cessation group
The MGH Quit Smoking Service will sponsor a seven-week smoking cessation group on Wednesdays, beginning March 1, at 5:30 pm at 50 Staniford St., ninth floor. Topics will include preparing to quit, coping with stress without cigarettes and preventing weight gain. Low-cost nicotine patches and/or gum will be available to participants with written approval from their primary care physicians. Registration is required. For more information or to register, call (617) 726-7443.

In memoriam: Perry J. Culver, MD

Perry J. Culver, MD, formerly of the MGH Gastroenterology Department, died Jan. 15. He was 90 years old.

After graduating from Harvard Medical School (HMS) in 1941, Culver joined the MGH as an intern and remained at the hospital until he retired in 1997. Well-known for his clinical work at the hospital, he also was deeply committed to medical education and taught popular courses at HMS covering topics such as laboratory medicine.

Culver served as associate dean of Admissions at HMS and was a special consultant in medical education in Iran and Vietnam. He also was an honorary member of the Los Angeles County College of Surgeons.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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February 24, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

SAC addresses translation of scientific discoveries into clinical medicine

How discoveries made in basic research laboratories are applied to the diagnosis and treatment of disease – the process called translational research – was the theme of this year's annual meeting of the Scientific Advisory Committee (SAC), a group of distinguished investigators from across the country that advises the hospital on its research program. The two-day event got underway Feb. 15 in the new Simches Research Center with the "Celebration of Science" poster session and research symposium. Of the 156 posters presented by MGH investigators, 11 were named posters of distinction.

MGH researchers at SAC poster session

At the research symposium, David Pauls, PhD, director of the MGH Psychiatric and Neurodevelopmental Genetics Unit, discussed the complex process of searching for genetic contributions to psychiatric disorders. Kenneth Chien, MD, PhD, director of the MGH Cardiovascular Research Center, then outlined the search for progenitor cells that can differentiate into the many types of tissue that make up the heart. In his keynote talk, SAC member Joseph Goldstein, MD, professor and chair of Molecular Genetics at University of Texas Southwestern Medical Center at Dallas and a Nobel prize recipient, reviewed the molecular pathways that regulate the cellular production of cholesterol.

The Feb. 16 SAC meeting addressed questions of how academic medical centers like the MGH can best support translational research – specifically what the best organizational structure to encourage such investigations would be and whether or not the MGH should actively promote and

(*Continued on page 3*)

Building Careers: MGH offers advancement tools

MGHers receive education information at the career fair.

Education has long been a cornerstone of the MGH foundation. Not only is the hospital committed to teaching future clinicians, but it also provides educational opportunities to other employees who want to advance their careers.

The MGH recently hosted a college and career fair to help employees make informed decisions about furthering their education. More than 250 MGHers attended the fair, which was sponsored by MGH Training and Workforce Development and Human Resources.

Representatives from local colleges were on hand to offer information about admission requirements and financial aid, and MGH Human Resources staff members were available to talk about job opportunities and training needed to qualify for specific jobs at the hospital. Information also was available about tuition reimbursement and MGH scholarship programs.

Ready for JCAHO: MGHers learn about tracers

As MGHers continue their efforts to be ready for the upcoming unannounced survey by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) to take place some time this year, employees and staff are learning about a new survey tool the JCAHO will be using called the tracer methodology. With this new process, surveyors will focus on how services are perceived from the patient's point of view and on how well the organization coordinates care.

As part of this new process, JCAHO surveyors will select patients who have gone through a variety of services at the hospital – including inpatient and outpatient areas and the health centers – and "trace" compliance with JCAHO standards at each stop along the patient's journey through the system. For example, a tracer could begin with a patient's arrival in the emergency room and follow his or her path of care to the time of discharge from a patient care unit. In an outpatient setting, a tracer could begin with a primary care practice and include visits to specialists. Along the way, surveyors will ask questions about the care that each patient received, and the steps the hospital took to ensure patient care was safe and of high quality. The surveyors will want to talk with front-line staff rather than just leaders about how specific policies and procedures affect the patients they are tracing.

There are certain priority areas that the surveyors will focus on throughout the tracers and some additional areas will be identified as they learn more about the hospital. Generally, the surveyors will begin by examining issues such as communication among caregivers, equipment use, infection control, assessment and care/services, credentials of practitioners, lab procedures, staffing, rights and ethics, information management, orientation and training, patient safety, physical environment, medication management, organization structure and quality improvement expertise.

"When being interviewed by a surveyor during a tracer, staff should remember to relax and answer the questions as best as they can," says Maryanne Spicer, director of Compliance and chair of the hospital's JCAHO Operations Committee. "If they don't know an answer to a question, it is OK to say that they don't know. They can tell the surveyor what resources are available to find the answer. Tracers are an opportunity to show the surveyors the excellent work that is done throughout the MGH."

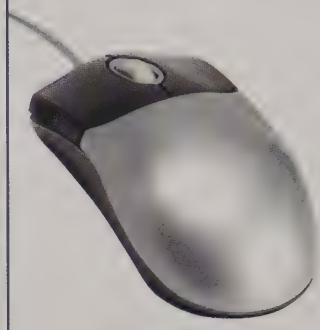
For example, if a surveyor asks a question that an employee doesn't know the answer to, he or she can respond: "I don't know that specific answer, but our clinical resource nurse is available to help," or "I'm not sure of that, but I would look in our online policy manual to find that specific information."

For more information about the survey, visit the hospital's JCAHO website at *www.massgeneral.org/jcaho.*

New web-based Safety Reporting System goes live in March

The new web-based Safety Reporting System that will replace the MGH's current paper-based incident reporting process will be introduced throughout the hospital in March. Training sessions will begin next week for all MGH employees and staff to learn how to report safety concerns, problems, errors or "near misses" using the new system, which will be available at every Partners workstation.

"All MGH employees and staff members are encouraged to file incident reports with our current system," says Joan Fitzmaurice, RN, PhD, director of the MGH Office of Quality and Safety. "But because it is a paper form that needs to be completed and sent to several locations using interoffice mail, some employees may consider it less user-friendly. The new web-based system is easy to use and more efficient, which we hope will encourage more staff members to report safety concerns. When every member of the MGH community participates in the hospital's safety reporting system, we can assure our patients that they are receiving the highest quality, safest care possible."



In addition to being user-friendly, the Safety Reporting System also will allow faster follow-up on reports, providing an opportunity to make improvements more quickly. For example, if a medical device malfunctions once out of every 100 uses in a variety of patient care areas, the problem might not be easily detected. But by analyzing the combined data from all patient care units, the malfunction will be "flagged," so that prompt action can be taken to address the problem.

The transition to the new system will be phased into the current system during the next six to nine months. The paper-based system will remain available until all MGH employees and staff members are trained. Staff from the MGH Office of Quality and Safety will be offering training sessions in large, multidisciplinary forums and in small groups at unit or department levels. In addition, staff members also can use an online tutorial or a printed self-training packet. Each of these options requires about 30 minutes to complete. Department representatives who are responsible to follow up on safety events in their areas will attend a two-and-a-half-hour, hands-on training session that addresses how to manage tasks and communications related to an online safety investigation.

The initial training will target areas with high-volume users of the current system. The goal is to have the majority of employees and staff on the main campus trained by June 30.

For more information about training options, contact Deb Mulloy at (617) 726-0167. ●

MGH HOTLINE

Kate Brill-Daley, general manager of the Clubs, presents a team award to Dennis Picariello for the Be Fit III Police and Security team.

Be Fit celebrates one-year anniversary

Since the inception of the Be Fit program at the hospital one year ago, many MGHers have made the commitment to live a healthy lifestyle. Co-sponsored by The Clubs at Charles River Park and MGH Nutrition and Food Services, the program helps employees and staff to incorporate exercise and eating nutritious food into their lifestyles. With the help of Be Fit, participants in the first four phases have completed 17,747 workouts, eaten 1,426 Be Fit meals and lost an incredible 2,187 pounds. These achievements were honored at an anniversary rally, held Feb. 14 in the Bigelow Amphitheater.

At the rally, 12 Be Fit "all-stars" were honored for their exceptional commitment to living a healthy lifestyle, demonstrated while participating in the program. The Be Fit phase I all-stars are Edward "Doc" Emde of Environmental Services, Bob Gallagher of Buildings and Grounds, and Ahcene Gherbi of Nutrition and Food Services. All-stars from Be Fit phase II are Erin Cox of Clinical Nursing Services, Ann Prestipino of MGH Administration and Susan Streeter of Social Services. The Be Fit phase III all-stars are Lisa Couto of the Cancer Center, Dennis Picareillo of Police and Security and Michael Small of Radiology. All-stars from Be Fit phase IV are Edie Sinagra of Urology, Kathy DeVito also of Urology, and Donna Frost of the Nutritional Support Unit.

Awards for the Be Fit IV teams also were presented at the rally. The Bulfinch Administration/Practice Support Unit team received the "Most Spirited" award. The "Most Motivated" award went to Urology, while MGH Information Systems took home the "Most Improved" award. The MassGeneral Hospital for Children team received the "Little Engine that Could, Should and Would" award for their persistence and dedication to the program. Case Management was recognized with the award for "Most Weight Loss," and the Knight Nursing Center was honored with two awards, one for the "Most Workouts" and the second for "Most Be Fit Meals."

Six new teams – Thoracic Surgery, Obstetrics, Admitting, the Clinical Case Management Unit, Pharmacy and the Department of Anesthesia and Critical Care – now are competing in Be Fit phase V. For more information about Be Fit, visit *www.massgeneral.org/clubsatcrp/befit.* ●

— SAC addresses translational research

(*Continued from page 1*)

direct the development of translational programs. After Alan Ezekowitz, MBChB, DPhil, chair of the MGH Executive Committee on Research, described the challenges posed by the current environment, William Crowley, MD, director of Clinical Research, reviewed different approaches to translational research – from the traditional linear model that starts at the laboratory bench to a cyclical model that begins and ends with patients. Meeting participants also learned about the approaches and accomplishments of the Center for Integration of Medicine and Innovation (CIMIT), the MGH Radiology Department and the MGH Cancer Center, followed by a panel discussion among the directors of the new thematic research centers. The afternoon featured an examination of potential changes to the General Clinical Research Centers and finished with SAC members sharing their reactions to the day's events and experiences from their own institutions.

"We are indeed fortunate to have such a distinguished panel of experts, chaired by Ralph Snyderman of Duke University, on the Scientific Advisory Committee," says Ezekowitz. "We received some very important validation from our SAC members, as well as some very wise advice." ●

MGH researchers at the SAC poster session

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MGH HOTLINE

Educating teens about dating violence

According to national studies, approximately one in five female high school students report being physically or sexually abused by an intimate partner. Dating violence among adolescents is associated with a variety of additional problems – including substance abuse, risky sexual behavior and suicide. To help teenagers recognize and prevent dating violence, volunteers from the MGH's HAVEN (Hospitals Helping Abuse and Violence End Now) program held a weeklong educational campaign Feb. 6 through 10 for students at Revere High School in conjunction with National Teen Dating Violence Prevention Week.

During the week, students participated in a variety of activities, including a panel discussion for seniors with guests Daniel Correira of MGH Community Benefits and MGH Men Against Abuse, Patti Rosell of HAVEN at MGH Revere, an anonymous survivor of domestic violence and Jasmine Perez, of HarborCOV, a local domestic violence agency.

From left, Yari Moran, RN, of MGH Patient Care Service; Maureen Connolly, RN, school nurse for Revere High School and Seacoast Academy; Correira, Rosell, and Perez.

Deana's Fund – an anti-violence educational theater organization – sponsored a performance and panel discussion of its interactive program *Remote Control* for students in grades 9, 10 and 11. A lunchtime information table also provided students with resources about dating violence, and teachers received daily e-mails, announcements and fact sheets.

"Our outreach activities for teenagers are not only about providing education but also connecting with them to let them know that they deserve safe relationships," says Rosell. "By offering students these resources, we hope to convey that healthy relationships are possible."

For more information about the MGH's domestic violence prevention programs, call (617) 724-0054.

WHAT'S HAPPENING

New medication information website
The MGH Medication, Education, Safety and Approvals Committee (MESAC) recently launched a new website to provide information about the safe prescription and distribution of medications. The site, located at *intranet.massgeneral.org/mesac*, includes guidelines for clinical practice, tools for calculating drug dosages and links to online continuing education sources.

Call for clinical research abstracts
The MGH Clinical Research program invites investigators to submit abstracts for MGH Clinical Research Day May 25. Three individual prizes of $1,000 and one team prize of $5,000 will be awarded. Abstracts must be about clinical research and unpublished at the time of submission. Abstracts may be submitted online until March 17 at *crp.abstractcentral.com*. For more information, call (617) 726-3310 or send e-mail to *crpedu@partners.org*.

Senior HealthWISE lecture
MGH Senior HealthWISE will host a lecture about maintaining a healthy heart Feb. 28, from 11 am to noon in the Walcott Conference Rooms. Dorothy Noyes, NP, of MGH Cardiology, will present. For more information, call (617) 724-6756.

Tax information session for international employees
The Partners International Office is sponsoring a tax information session for employees with dependent visas March 6, from 1 to 4 pm in the O'Keeffe Auditorium. Topics will include federal and state filing requirements for foreign nationals, proper forms to be used for filing, sample tax returns, tax treaties and tax obligations based on visa type. For more information, visit *is.partners.org/hr/employee/pio/index.html*.

Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;**

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Excellence in action: Employee recognized for outstanding care

The MGH's worldwide reputation as a place where patients can always expect to receive the highest quality care would not be possible without the hard work and dedication of its employees and staff. Every day MGHers go beyond the call of duty – in ways both large and small – to provide patients and visitors compassion, comfort and reassurance at an often stressful time in their lives. To honor these employees, Peter L. Slavin, MD, president of the MGH, has created the Excellence in Action awards, which is a program that recognizes MGHers – both clinicians and nonclinicians – for their continuous commitment to providing the best possible patient care.

Jennifer Hylton, an Operating Rooms assistant and a recent recipient of an Excellence in Action award, is one such employee. In November 2004, Albert A. Frederick, Jr., MD – who has a staff appointment at the MGH – was admitted to the hospital for a routine surgical procedure. While he was waiting to be taken into the surgical suite, Hylton engaged Frederick in a friendly conversation to ease his anxiety, during which she revealed that she originally was from Jamaica – a country he had visited a few years before on a scuba diving trip. Frederick told Hylton that while he was there, he had become very fond of a particular Jamaican steak sauce. A few days later, Hylton visited Frederick in his room with a special surprise to assist him in his recovery – four bottles of the same steak sauce that they had discussed.

From left, Frederick, Hylton and Slavin

"Jennifer impressed me as being extraordinarily caring and generous, and her present represented a spirit of giving that was very special," says Frederick. "The MGH is fortunate to have individuals like Jennifer who truly are committed to providing outstanding patient care."

Frederick is not the only person grateful for Hylton's kindness. A standing-room-only crowd of her colleagues and friends cheered as Slavin presented her with the Excellence in Action award at a ceremony held recently.

Patients, visitors and employees can nominate an individual or department for an Excellence in Action award. To learn more about the awards or to nominate an employee, staff member or department for exceptional service and professionalism, contact Mary Cunningham at (617) 724-1004 or *mccunningham@partners.org.*

Black History Month celebrated through music and dance

The WACC Lobby resonated with the sounds of pounding music, stamping feet and bursts of applause at a Black History Month music and dance tribute, held Feb. 23 and sponsored by the Association of Multicultural Members of Partners (AMMP). The award-winning children's dance troupes Status Quo, Nova and Baby-Dolls from the Stajez Center for the Performing Arts in Mattapan, were the guest performers at the celebration, delighting the audience with a number of uplifting and spiritual dance pieces. The popular Voices of MGH choir also made a return appearance, singing "Oh Freedom" and "Oh Happy Day."

MGH caregivers take a stand for patients' rights

When retail giant Wal-Mart announced Feb. 14 that it would begin to stock Plan B – the so-called morning-after pill – at its 44 Massachusetts pharmacy stores, it did so in part as a result of the efforts of two MGH staff members who were concerned about their patients' rights to have access to the medication.

Julie Battel, CNM, a nurse midwife with the MGH Vincent Memorial Obstetrics and Gynecology Service, and Rebekah Gee, MD, MPH, an obstetrics and gynecology resident in the MGH/BWH combined residency program, were two of the three plaintiffs who brought a lawsuit against Wal-Mart Feb. 1. Under Massachusetts law, all pharmacies in the state are required to stock all "commonly prescribed medicines in accordance with the usual needs of the community." Plan B, which delivers a high dose of the hormone progesterone to prevent a fertilized egg from implanting in a woman's uterus, has been available in the United States since 1999. Since that time, Massachusetts women have been able to obtain the medication at all major pharmacy chains with the exception of Wal-Mart.

In December, Gee and Battel, along with the suit's third plaintiff, Katrina McCarty, attempted to fill prescriptions for Plan B at three separate Boston-area Wal-Marts. All three were turned away. While the women approached Wal-Mart as part of a planned action coordinated with the Planned Parenthood League of Massachusetts and other abortion-rights advocacy groups, they wanted to bring attention to this issue for women who might patronize a Wal-Mart pharmacy for Plan B without realizing that the medication is broadly available elsewhere. They filed suit because they believed Wal-Mart's position was in violation of state law – and because, Battel says, "it simply was the right thing to do for Massachusetts women."

"Emergency contraception is critical to women's health care," says Gee. "Delay in receiving this medication could result in a preventable unintended pregnancy."

In light of the importance of timely access, legislation was passed last year in Massachusetts that mandates hospital emergency rooms to offer Plan B to all rape victims and allows patients to obtain Plan B at a pharmacy directly without a doctor's prescription. "The ready availability of this medicine, which is a safe and effective form of emergency contraception, is very important to our patients," says Michael Greene, MD, director of MGH Vincent Obstetrics. "We are very proud of Rebekah and Julie for their willingness to take a stand on what is best for their patients."

Battel and Gee's actions may help more women than they expected. Prior to the suit, Wal-Mart carried Plan B only in Illinois, where it was required by law. Following the decision in Massachusetts, the retailer is considering carrying the medication in all 50 states, a change that would affect approximately 3,700 pharmacies. ●

MGH Revere patients get access to more mammography services

From left, MGH Revere Mammography staff members Dolores Dunne and Karen Dumont.

Mammography services recently have been expanded at the MGH Revere HealthCare Center, giving MGH patients in the Revere, Everett and Winthrop areas increased access to an important screening tool that can detect early stages of breast cancer. The health center's mammography services, operated by MGH Radiology, feature the latest digital technology and offer the same high-quality care given by the Radiology staff at the main campus.

"The experience of our patients has been that the mammography services located at MGH Revere are friendly, prompt and efficient. It is a wonderful convenience for our patients to not have to travel into Boston for routine breast cancer screenings," says Eric Weil, MD, unit chief of Adult Medicine for MGH Revere.

MGH Revere HealthCare Center Mammography is open Monday through Thursday from 8 am to 5:15 pm and on Friday from 8 am to 4:45 pm. Exams may be scheduled by using Radiology Order Entry (ROE) at *http://mghroe* or by calling (617) 724-XRAY (9729).

For more information, visit *www.massgeneralimaging.org* or call (781) 485-6180.

From left, Johnson, Susan Edgman-Levitan, executive director of the Stoeckle Center, Nicola Majchrzak and David Judge, MD, of the Bulfinch Medical Group

Seminar series launched with focus on patient and family involvement in care

With a mission of improving primary care practice by focusing on the relationship between patients, their families and clinicians, the Stoeckle Center for Primary Care Innovation and the Ambulatory Practice of the Future (APF) project launched their 2006 seminar series Feb. 22 with a guest expert in providing patient- and family-centered care.

Beverly Johnson, RN, president and chief executive officer of the Institute for Family-Centered Care, in Bethesda, Md., visited the MGH at the invitation of the Stoeckle Center and the APF to meet with various departments about partnering with patients and families in every aspect of their hospital or outpatient experience to ultimately improve their care. She met with leaders from primary care, internal medicine, critical care, Emergency Services, the Cancer Center and MassGeneral Hospital for Children to discuss MGH patient-focused projects such as the APF, the Cancer Center and Pediatric patient/family advisory committees and the involvement of patients and families in redesigning the informed consent process.

Johnson's visit culminated with her guest appearance at the seminar held in the Ether Dome. She covered many aspects of patient- and family-centered care, defining what this type of care truly means and encouraging staff to partner with patients and families to improve the patient experience, the quality of care and the environment in which care is given. She said that integrating the concept of patient-focused care into the infrastructure of an organization is a key element to making these partnerships successful.

"What I hope I've provided during my visit are the practical tools for you to take back to your clinical care settings to partner with patients and families to change that care," said Johnson. "Whether it is care for a geriatric population, maternity care or adult care in an ICU setting, the tools are all the same to effectively connect with patients and families."

The seminars take place the fourth Wednesday of each month from 4 to 5 pm in the Ether Dome and are open to all employees. Video conferencing is available upon request for off-site participation. For more information, call (617) 726-0150. ●

ADVANCES

ADHD stimulant may be less subject to abuse

An MGH research team has found that a delayed-release stimulant used to treat ADHD may be less likely to be abused than other stimulant drugs. Study participants taking therapeutic oral doses of Concerta – a once-daily form of the drug methylphenidate – did not report perceiving and enjoying the drug's effects, features that are associated with a medication's potential for abuse. The report appears in the March 2006 issue of *The American Journal of Psychiatry.*

"We know that drugs that cause euphoria are potentially abusable, and euphoria requires rapid delivery to the brain. Using sophisticated PET scan imaging, we were able to examine the rate of delivery of both rapid- and delayed-release formulations of methylphenidate and correlate those results with how the drugs felt to study volunteers," says Thomas Spencer, MD, of the MGH Pediatric Psychopharmacology Unit, the paper's lead author.

The study compared a traditional, quick-release form of the drug with Concerta, a formulation that produces a gradual increase in blood levels over 12 hours. A combination of blood tests, participant questionnaires and PET scans of the medication's target areas in the brain found that few of those receiving delayed-release methylphenidate reported detecting or enjoying the drug's activity, while most of those receiving the immediate-release form were aware of and enjoyed the drug's effects. These differences were seen even though the peak blood and brain levels of both drugs were comparable.

"The ability to show that the rate of brain drug delivery may determine abuse potential is important to our understanding of the safety of different formulations," says Spencer. His MGH co-authors are Joseph Biederman, MD, Bertha Madras, PhD, and Darin Dougherty, MD, of Psychiatry; and Ali Bonab, PhD, Elijahu Livni, PhD, and Alan Fischman, MD, PhD, of Radiology.

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MGH HOTLINE

WHAT'S HAPPENING

United Way hockey game
In support of the United Way campaign, the MGH will sponsor a celebrity hockey game pitting MGH employees against members of the Bruins Legends April 2, at 4 pm at the Stoneham Arena in Stoneham, Mass. Tickets for the event are $20; children age 12 and under are free. A reception will be held immediately following the game. To purchase tickets, contact Ron Doncaster at *rdoncaster@partners.org* or Laura Merino at *lmerino@partners.org.*

Jain receives Distinguished Service Award

Rakesh K. Jain, PhD, director of the Edwin L. Steele Laboratory of Tumor Biology at the MGH Department of Radiation Oncology, recently received the Distinguished Service Award at the *Nature Biotechnology* journal's Annual Winter Symposium in Miami, Fla. The award recognizes exceptional contributions to science that have helped biological research and its practitioners to advance such work more broadly.

Jain is world-renowned as a pioneer in the fields of tumor biology and angiogenesis. For the past three decades, he has championed the idea that a solid tumor is an abnormal organ – not just a collection of cancer cells. Jain has developed a number of sophisticated imaging technologies to help better understand the inner workings of tumors.

"I am greatly humbled by this recognition," says Jain. "I could not have done this work without the help of many others, and I wish to share this honor with my colleagues and collaborators."

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433; Therese O'Neill, staff writer, at (617) 724-2753; by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.

www.massgeneral.org/news/

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

(617) 726-2206

Online mental health screenings
The Employee Assistance Program (EAP) now is offering free online mental health screenings for employees and their family members. The screenings will measure symptoms related to depression, alcohol abuse, anxiety, bipolar disorder, post-traumatic stress disorder and eating disorders. All screenings are anonymous and confidential. Participants can schedule an appointment with EAP staff for further evaluation at the completion of the screening. For more information or to complete a screening, visit *www.eap.partners.org.*

Pamela Ellis Memorial Secretarial Award
Nominations now are being accepted for the Pamela J. Ellis Memorial Secretarial Award, which was established in memory of Pamela Ellis, an MGH executive assistant from 1992 to 1996. All executive secretaries, secretaries, administrative assistants, front desk receptionists and operations workers are eligible for the $1,000 award, which will be presented at the Secretarial/ Clerical Support Staff Day luncheon to be held April 26. Nomination forms are available at *is.partners.org/hr/New_Web/mgh/Pamelajellis2006.htm* or at the Employee Access Center, Clinics 117, 75 Blossom Court and CNY Building 149, seventh floor. Forms also are available at the MGH Chelsea, Charlestown, Revere and Back Bay health centers. Completed forms can be sent to Clinics 117 or *mghhrevents@partners.org* and must be received by March 20 at 3 pm.

National Patient Safety Awareness Week
National Patient Safety Awareness Week will be held March 5 through 11. The MGH Office of Quality and Safety will celebrate by distributing "Five Steps to Safer Health Care" bookmarks to patients, staff, employees and visitors. The bookmarks are in several languages and will be available at information desks throughout the hospital. For more information, call Katie Farraher at (617) 726-4709.

Workspace organization seminar
The Employee Assistance Program (EAP) is sponsoring the seminar "Organize Your Workspace for Success," March 16, from noon to 1 pm in the Thier Conference Room. Cristin Lind, a professional organizer, will cover topics including how an organized workspace can help in reaching professional goals, remaining in control of paper and information and projecting a professional image. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

April Vacation Club at Backup Childcare Center
The MGH Backup Childcare Center is offering a Vacation Club April 17 through 21, from 7:30 am to 5:45 pm each day. The cost is $275 for the entire week or $60 per child per individual day. Vacation club activities are intended for children ages 6 through 12. Reservations will be accepted starting March 6. For more information or to make a reservation, call (617) 724-7100.

March 10, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Special delivery: MGHer crochets hats for newborns

While many expectant parents spend time carefully selecting the clothes their newborns will wear home from the hospital, babies born at the MGH have been receiving a special addition to their first outfits, thanks to one MGH employee. James Taylor of the MGH Blood Labs crochets tiny hats for these babies, a hobby he first started in 1997.

At that time, Taylor's daughter, Aimee, was away at college and was homesick. Hoping that a hat in her new school's colors – dark red and white – would help her to

(Continued on page 3)

MGH Disabilities Awareness Day: Focus on resources

The MGH Council on Disabilities Awareness (CDA) hosted the MGH's first-ever Disabilities Awareness Day Feb. 28 to showcase the hospital's resources for patients, families, visitors and employees living with disabilities. In the Main Corridor, table displays provided information about the hospital's many services available for people with disabilities – including a full-time American sign language interpreter and a new accessibility web portal at *www.massgeneral.org/accessibility.html.* Representatives from the MGH's Volunteer Services Ambassador program were on hand to discuss their training in how to be "sighted guides," to assist blind or visually impaired individuals. The event also marked the grand opening of the MGH Disabilities Access Center, located in the Blum Patient and Family Learning Center.

"This day proved to be a significant step in raising awareness and understanding of physical and hidden disabilities," says Carmen Vega-Barachowitz, president of the CDA and director of the MGH Department of Speech-Language and Swallowing Disorders. "The CDA continually strives to ensure a welcoming environment at the hospital for individuals with disabilities."

Plain language: Key to understanding health information

Nearly half of all American adults have trouble understanding and using health information. This means that patients may be taking medicines incorrectly, signing consent forms they don't understand and getting discharged without knowing how to continue their care at home.

Health literacy problems affect people of all ages, races, education and income levels. Even good readers struggle to understand medical jargon, especially when they're sick, stressed or busy.

Understanding health information is a right of all patients, and making written materials more clear is the responsibility of all health care organizations. One way to do this is to use a writing technique called plain language, which has been adopted by many federal government agencies, law firms, private sector companies and health care organizations.

Plain language is easy to understand, has no jargon and tells the reader what he or she needs to know. It is not meant to "dumb down" but rather to make communication more clear. Organizations such as the Joint Commission on Accreditation of Healthcare Organizations, the Institute of Medicine and the American Medical Association support the use of plain language.

At the MGH, Elizabeth Schneider, director of the Treadwell Library, has coordinated many plain-language activities – including sponsoring workshops and hosting a monthly lunchtime working group where employees can get help with writing and designing materials using plain language.

Some MGH departments have made major changes to improve communication using plain language. For example, the Cancer Center has formed an interdisciplinary Patient Education Steering Committee that reviews all patient materials for plain language. The Partnerswide Clinical Research Program has developed a new consent form and template in plain language. Many units within Patient Care Services now are writing patient materials using plain language. And the Patient Care Services Patient Education Committee, with Taryn Pittman of the Blum Patient and Family Learning Center as coach, uses plain-language in its resource materials and helps other MGH staff with their plain language efforts.

For more information or to schedule a plain-language training session, contact Schneider at *eschneider1@partners.org* or Jennifer Wells, director of Communications for the MGPO at *jwells@partners.org.* ●

MGHers work toward meeting National Patient Safety Goals

While there is a nationwide focus to improve the standards of patient safety measures in hospitals around the country, the MGH has been concerned about and working to improve patient safety for a long time. Like many hospitals, the MGH is part of an ongoing effort to achieve the requirements described by the National Patient Safety Goals (NPSGs), established by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). These measures are meant to bring focus to patient safety priorities at all health care organizations and give national attention to finding better ways to protect patients.

The goals focus on problematic areas in health care – such as medication safety and preventing health-care-related infections – and are meant to help health care organizations use systems and techniques to further improve safety during patient care experiences.

"There is an intense focus on a national level and locally with individual health care organizations to find better ways to protect patients from needless errors and adverse events," says Maryanne Spicer, director of Compliance and chair of the hospital's JCAHO Operations Committee. "The National Patient Safety Goals help guide organizations like the MGH in addressing safety issues. The MGH is committed to meeting these goals not only to meet compliance requirements for the JCAHO but also because it is the right thing to do for our patients."

All types of health care organizations – such as hospitals, home care facilities, assisted-living organizations and ambulatory care practices – has its own set of goals. Below is the list of the hospital-based NPSGs. Because of the different categories of goals and because the JCAHO has retired previous goals, the listing is not in complete numerical order.

GOAL 1 – Improve the accuracy of patient identification.
GOAL 2 – Improve the effectiveness of communication among caregivers.
GOAL 3 – Improve the safety of using medications.
GOAL 7 – Reduce the risk of health-care-associated infections.
GOAL 8 – Accurately and completely reconcile medications across the continuum of care.
GOAL 9 – Reduce the risk of patient harm resulting from falls.

To learn more about the NPSGs and to get a status report on how the MGH is accomplishing these goals, visit the hospital's JCAHO website at *www.massgeneral.org/jcaho.* In addition, FYI papers and posters *(such as the poster shown at left)* can be viewed and printed from the JCAHO website.

MGH HOTLINE

Special delivery

(*Continued from page 1*)

better adjust, Taylor taught himself how to crochet with the help of an instruction manual. Aimee loved her hat, and with this success, word quickly spread about Taylor's talents. After crocheting a number of hats, blankets and scarves as gifts for family and friends, Taylor began to make hats for young cancer patients at MassGeneral Hospital for Children, prompting a friend and fellow MGH employee to suggest that he also deliver some to the MGH Vincent Obstetrics and Gynecology Service for newborn babies.

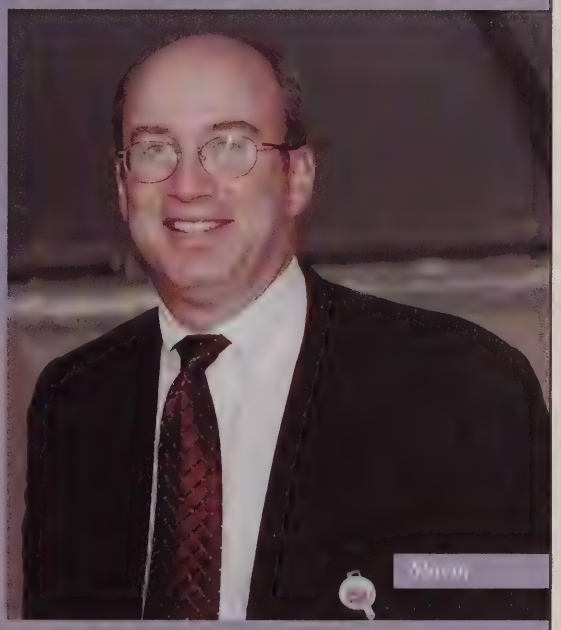
Every two months, Taylor delivers approximately 50 newborn hats to the Labor and Delivery Unit on Blake 14, where nursing staff later distribute them. He also crochets a number of extra-small hats for babies in the Neonatal Intensive Care Unit and larger ones for infants receiving treatment in the Pediatric Oncology Unit. Taylor crochets them in a variety of styles and colors, including holiday-themed designs. Each hat takes roughly 25 minutes to crochet, which he does during his spare time. During the past year, Taylor estimates he has made a total of 350 hats.

"I do this because it makes me happy to help other people," says Taylor. "If my hats make even one person smile, then all of the effort is worth it to me." ●

Keeping connected with MGHers

Joan Connerty, RN, of Internal Medical Associates, has known Peter L. Slavin, MD, president of the MGH, for more than 20 years. As a 34-year hospital veteran herself, she remembers Slavin as a young intern just starting his medical career and later became re-acquainted with him when he was head of the MGH Clinical Practice Council. She recalls that he was always a good listener and was genuinely interested in the opinions of others. So Connerty was not surprised when she recently received an e-mail invitation to join Slavin and a group of 10 other MGHers for a monthly luncheon he hosts to provide a forum for staff to discuss ideas, concerns and general feelings about the hospital and its operations. In return, these lunches give Slavin an opportunity to hear firsthand about what is going on throughout the hospital and have a dialogue with employees about issues.

"He was always supportive of me and the other employees who worked with him, even back then," Connerty says. "Since he 'grew up' at this institution, it isn't surprising that he values employees at all different levels and knows how important everyone is to making this such a great hospital."



Slavin

When Connerty attended the informal luncheon Feb. 22, she was joined by other randomly selected employees who represented a range of departments – including Materials Management, Police and Security, the MGPO Professional Billing Office, Public Affairs, Nutrition and Food Services, Radiation Oncology and the Chemistry Labs. Slavin began the get together with an explanation of why he hosts these luncheons. "Most of the time, I am in back-to-back meetings, making phone calls and handling issues that need attention, so I sometimes feel removed from the people who actually are running the day-to-day operations of the hospital," he said. "These luncheons give me an opportunity to stay connected to various members of the hospital community."

Slavin then gave the group an update about recent hospital news – such as the new ambulatory care center off Route 128 that is being planned in partnership with North Shore Medical Center, the future construction of a second clinical building and the strong financial position the MGH has maintained through January. He then invited the group to ask questions or discuss any issues of interest to them. The ensuing conversation covered a variety of topics – such as questions about future partnerships with other hospitals, purchasing new land or buildings to add supplemental space to the hospital, letting the MGH community know about the many educational opportunities available, improving employee communications and difficulties with the operation of elevators in the Yawkey Center.

Ridwan Himawan, general manager of the Eat Street Café, also attended this luncheon and was pleasantly surprised with the experience. "Not only was it nice to see the president of the hospital taking the time out of his busy schedule to meet with us, but it also was interesting to meet people from other departments and hear about what is going on in their areas," he says. "I thought it was a good mix of people from different departments and different levels of the organization – not just managers or higher-level employees but hourly-paid employees too. It was a great experience."

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MGH HOTLINE

Pediatric MS Center named a Center of Excellence

The National Multiple Sclerosis (MS) Society recently honored the Partners Pediatric MS Center at the MGH as one of six Pediatric MS Centers of Excellence. The centers will join together to form a first-of-its-kind collaborative network of hospital-based pediatric MS programs to provide children with MS and related diseases with the best possible medical, emotional, social and mental support. As a Center of Excellence, the Partners program also will receive a nearly $1.6 million grant over five years to support its current activities and future research.

The collaborative approach of the centers will allow children with MS to receive coordinated and comprehensive care in one location. To facilitate this integrated care approach, centers will utilize the same set of clinical assessment tools, and research activities will be shared across the network. The centers also will serve as clearing houses for information about childhood MS and will provide educational resources for health professionals in the region.

"Our team is very excited to take part in this initiative," says Tanuja Chitnis, MD, director of the Partners Pediatric MS Center. "We anticipate that this project will provide much needed information about MS and demyelinating disorders in childhood."

Submit news tips and story ideas to the *MGH Hotline*

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Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

What's Happening

MGH Disparities Solutions Center open house

The MGH Disparities Solutions Center will host an open house March 30, from 5 to 6:30 pm in the East Garden Room. Staff from the center will discuss current projects, future plans and opportunities for collaborations to address racial and ethnic disparities in health care. Refreshments will be served. For more information or to register to attend, call (617) 724-7658 or send e-mail to *disparitiessolutions@partners.org* no later than March 16.

Taste of the Town blood drive

The MGH Blood Donor Center is hosting a Taste of the Town blood drive Fridays in March, from 12:15 to 3 pm. The center is located in the Gray Lobby. Donors will be able to sample foods from area restaurants. Appointments are encouraged. For more information or to schedule an appointment, call (617) 726-8177.

Senior HealthWISE events

The MGH Senior HealthWISE lecture series will host "Memory" March 14, from 11 am to noon in the Walcott Conference Rooms. Monera Wong, MD, of the MGH Senior Health practice, will present. Senior HealthWISE also will host an exercise session "Get Warm, Stay Fit: Warm Up to The Clubs" March 20, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served, and registration is required. For more information about both events or to register for the exercise session, call (617) 724-6756.

Wellman Center lecture series

The MGH Wellman Center for Photomedicine will host "Enzyme Mediated Molecular Imaging and Photomedicine" March 14, from 2:15 to 3:15 pm in the Thier Conference Room, with a coffee reception at 2 pm. Ching H. Tung, PhD, of the MGH Center for Molecular Imaging Research, will present. To see a complete schedule of Wellman Center events, visit *www.massgeneral.org/wellman/calendar.asp.*

In General

Arnab Chakravarti, MD, chair of the MGH Radiation Oncology Therapy Group (ROTG) Brain Tumor Research Committee, recently received a $2 million, five-year grant from the Brain Tumor Funders' Collaborative (BTFC) to support collaborative, innovative and novel approaches to brain tumor research. Chakravarti currently leads a collaborative effort between the RTOG and the European Organization for Research and Treatment of Cancer (EORTC) to identify resistance mechanisms in primary malignant brain tumors.

Partners HealthCare received the 2005 Award for Excellence in Human Research Protection by the Health Improvement Institute, in recognition of excellence in promoting the well-being of individuals who participate in research studies. Partners was recognized for its best practice – the Human Research Quality Improvement Program, which was developed by **Delia Wolf, MD,** of MGH Research Management. The program, which Wolf developed in 2000 as a graduate student at the MGH Institute for Health Professions, was the prototype for the quality improvement program implemented by the Office for Human Research Protections at the U.S. Department of Health and Human Services.

March 17, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Ezekowitz to step down from MGH Pediatrics for senior role at Merck

Alan Ezekowitz, MBChB, DPhil, chief of the MGH Pediatric Service and pediatrician-in-chief of MassGeneral Hospital for Children (MGHC), will be leaving the MGH at the end of April to become the senior vice president and franchise head of Immunology, Respiratory and Endocrine at Merck Research Laboratories. In his new role, Ezekowitz will be responsible for the scientific direction of these three major areas of research, managing the drug discovery and development processes and formulating strategy for Merck. Ronald Kleinman, MD, associate chief of MGH Pediatrics, will serve as interim chief of the department while a search committee seeks a permanent chief.

Ezekowitz came to the hospital in 1995 and made significant contributions – most notably spearheading the creation of MGHC in 1999. Under his leadership, MGHC was formed by joining together the Pediatrics Service, Pediatric Surgery and other services that care for children to form a hospital within a hospital that has set the standard for personalized, family-centered pediatric care.

During his tenure, pediatric admissions and observation stays grew 32 percent, and outpatient visits increased 46 percent. Total research funding for pediatrics went from $2.5 million to more than $20 million during the past decade, and the quality of the MGH pediatric residency program has steadily climbed.

As chief of Pediatrics for Partners HealthCare, Ezekowitz helped establish a high-quality integrated health care network for children throughout Eastern Massachusetts. This growing network includes MGHC as the hub, and North Shore Medical Center and Newton-Wellesley Hospital as the two regional centers. In this role, Ezekowitz has built key relationships with pediatricians, community hospitals and other organizations.

In addition, Ezekowitz has served as chairman of the MGH's Executive Committee on Research (ECOR) for the past year and was vice chair prior to that. During this time, he has further strengthened the hospital's research program and has provided ongoing support to and advocacy for the scientific

(Continued on page 2)

Krafton with Borchert

A unique gift exchange

When Robert Krafton, an administrator at a Massachusetts vocational school, first learned that he needed a kidney transplant, many people in his life were ready and willing to help. After his brother was deemed ineligible as a donor for health reasons, Krafton's brother-in-law, Steve Proulx, volunteered to donate his own kidney. Proulx's type B blood, however, was not a match for Krafton's type A.

Across the country in Wisconsin, Becky Borchert and her friend – who wishes to remain anonymous – were experiencing a similar problem. Borchert's friend also needed a kidney transplant, but Borchert's type A blood was incompatible with the type B blood needed for the donor kidney. This problem, however, had a unique and innovative solution. With the help of a new computer program that matches compatible strangers for organ transplantation, surgeons at the MGH were able to successfully transplant Borchert's kidney into Krafton, while another surgical team at New York Presbyterian Hospital

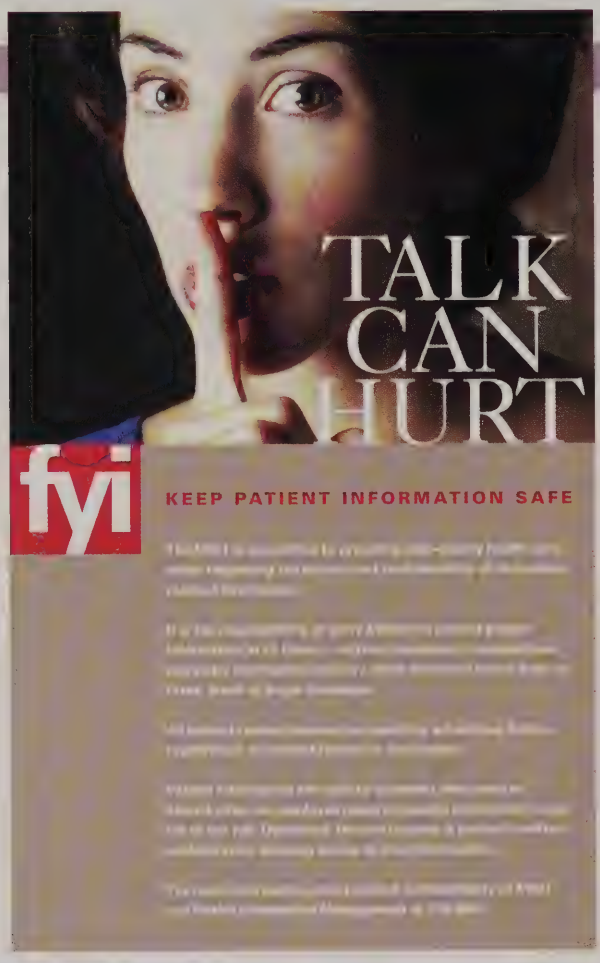
(Continued on page 3)

Ezekowitz steps down

(Continued from page 1)

community. He also was integral in launching the Office for Research Career Development as an important resource for MGH investigators. Jerrold Rosenbaum, MD, chief of MGH Psychiatry and current vice chairman of ECOR, has agreed to succeed Ezekowitz as ECOR chair.

"Alan is an enormously dedicated and talented physician-scientist who has poured his amazing energy and enthusiasm into building and shaping MassGeneral Hospital for Children," says Peter L. Slavin, MD, president of the MGH. "His personal commitment to our youngest patients has been extraordinary. We wish him the very best in this new endeavor and take great comfort in knowing that he will continue to use his talent, intelligence, energy and creativity at Merck to improve the lives of patients." ●



FYI poster addresses patient confidentiality

The latest in a series of FYI posters is being distributed throughout the hospital this week and focuses on the important subject of patient confidentiality. The poster series is meant to help MGHers prepare for the upcoming unannounced survey by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

The "Talk Can Hurt" posters are a way of communicating to MGHers that patient confidentiality is not only a responsibility of all employees and staff, but also is the law under the Health Insurance Portability and Accountability Act (HIPAA), a comprehensive federal law that gives patients the right to restrict certain uses of their medical information and provides more privacy protection.

For more information about the FYI campaign, call Public Affairs at (617) 724-6433. For more information about patient confidentiality, call Health Information Services at (617) 726-2465. ●

Stoeckle receives Advancement of Psychotherapy award

Alonso congratulates Stoeckle

John D. Stoeckle, MD, a long-time primary care physician at the MGH and namesake of the Stoeckle Center for Primary Care Innovation, recently received an award for his "leadership in the advancement of mental health care and his enduring leadership in advancing the doctor-patient relationship."

The award was presented by Ann Alonso, PhD, of MGH Psychiatry and founder of the Endowment for the Advancement of Psychotherapy. "Those of us in the mental health profession have always looked to Dr. Stoeckle not only for his leadership in advocating for mental health care in the primary care setting but also for his inspiration, mentorship and his compassion for his patients," said Alonso.

The award appropriately was bestowed on Stoeckle March 10 at a General Medicine grand rounds session about empathy in the doctor-patient relationship that was presented by Helen Riess, MD, and Carl Marci, MD.

Gift exchange

(Continued from page 1)

removed Proulx's kidney to save the life of Borchert's friend.

The four people found each other through the New England Program for Kidney Exchange (NEPKE), a computer system that matches patients suffering from kidney disease with compatible donors. With the help of the exchange, Krafton's wait for a kidney lasted just under one year. The average wait for a kidney from a non-living donor is five to seven years.

Krafton – who met Borchert two days after the surgery – is incredibly grateful for her gift to him. "It takes a special kind of person to do what Becky did," he says. Borchert, on the other hand, is more modest. "It wasn't a hard decision for me," she says. "I feel great now, and the only thing I won't ever be able to do is donate another kidney."

Tatsuo Kawai, MD, of MGH Surgery, led the surgical team for Borchert's operation while Dicken Ko, MD, surgical director of MGH Renal Transplantation, and Nahel Elias, MD, co-directed the team that transplanted the new kidney into Krafton. "These simultaneous transplants would not have been possible without the great teamwork from everyone at both hospitals," says Ko. "We hope that more people who need transplants will be able to have them with the help of programs like these. Getting the message out is key."

For more information about the exchange program, visit *www.nepke.org*. To learn more about the MGH's transplantation program, visit *www.massgeneral.org/transplant*. ●

From left, Raphael Dolin, MD, associate dean for Academic Affairs at HMS, with Schwartz and Haber

Haber named first Laurel W. Schwartz Professor in Oncology

A special ceremony held last month honored the commitment and generosity of an MGH donor as well as the many accomplishments of one of the MGH Cancer Center's physicians – Daniel Haber, MD, PhD. The Laurel W. Schwartz Professorship in Oncology at Harvard Medical School (HMS) and the MGH was made possible by Laurel Schwartz, a long-time supporter of the MGH Cancer Center, because of a special bond she had with Kurt Isselbacher, MD, who treated her late husband, Peter.

Because of Schwartz's support and determination to find better cancer treatments, this professorship also honors the outstanding accomplishments of Haber, director of the MGH Cancer Center, who was named as the first incumbent to this chair.

Haber, who succeeded Isselbacher in the position of director of the Cancer Center in 2003, is internationally known for his research in the genetics of cancer, including important discoveries relating to pediatric kidney cancer, breast cancer and lung cancer.

"Dan is an exceptional choice for this professorship, which not only honors the memory of a former MGH patient and his family but also recognizes the importance of furthering cancer research to improve patient care and eventually find a cure," says Peter L. Slavin, MD, president of the MGH.

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MGH HOTLINE

WHAT'S HAPPENING

Eldercare discussion group
The MGH Employee Assistance Program (EAP) will host its monthly eldercare discussion group March 28, from noon to 1 pm in the Yawkey Center for Outpatient Care, Doerr Conference Center, 10th floor, Room 10650. Janet T. McLaughlin, LICSW, CEAP, and Barbara Moscowitz, LICSW, MGH geriatric social worker, will discuss normal aging, identifying when there is a problem and basic steps to begin planning for care. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Senior HealthWISE lecture
The MGH Senior HealthWISE lecture series will host "Advance Directives: How, What, Where, When, Why?" March 22, from 1:30 to 2:30 pm in the West End Civic Association Community Room at One Emerson Place for seniors age 60 years and older. Barbara Moscowitz, MSW, and Frank Bellistri, NP, will present. Admission is free. For more information, call (617) 724-6756.

Wellman Center lecture series
The Wellman Center for Photomedicine will host "Cellular and Molecular Bioluminescence Imaging in Mouse Cancer Models" March 21, from 2:15 to 3:15 pm, in the Thier Conference Room, with a coffee reception at 2 pm. Andrew L. Kung, MD, PhD, of the Pediatric Oncology Department at the Dana-Farber Cancer Institute, will present. To see a complete schedule of Wellman Center events, visit *www.massgeneral.org/wellman/calendar.asp.*

CCRP massage workshop
The Clubs at Charles River Park (CCRP) is hosting a partners massage workshop March 25, from 3 to 6 pm. Swedish and sports massage techniques will be taught and will focus on back, neck and shoulders. The cost is $100 per pair for members, and $115 per pair for non-members. Registration is required. For more information or to register, call (617) 726-2900.

Pamela Ellis Memorial Secretarial Award
Nominations now are being accepted for the Pamela J. Ellis Memorial Secretarial Award, which was established in memory of Pamela Ellis, an MGH executive secretary from 1992 to 1996. All executive secretaries, secretaries, administrative assistants, front desk receptionists and operations workers are eligible for the $1,000 award, which will be presented at the Secretarial/Clerical Support Staff Day luncheon to be held April 26. Nomination forms are available at *is.partners.org/hr/New_Web/mgh/Pamelajellis2006.htm* or at the Employee Access Center, Clinics 117, 75 Blossom Court and CNY Building 149, seventh floor. Forms also are available at the MGH Chelsea, Charlestown, Revere and Back Bay health centers. Completed forms can be sent to Clinics 117 or *mghhrevents@partners.org* and must be received by March 22 at 3 pm.

Over 20 million Americans suffer from vascular diseases.

Only one center specializes in them all.

When it comes to treating vascular disease, Massachusetts General Hospital Vascular Center sets the standard. And now that we've opened a new location in Waltham, it's more convenient than ever.

Join us for an Open House at our new Vascular Center in Waltham. Receive a **free screening** to learn your risk of stroke, heart attack and other vascular diseases. Our Vascular specialists will meet with you to explain your results and advise you on how you can improve your vascular health.

Come to an Open House at our new Vascular Center in Waltham for a free screening to learn about your risk.

Saturday, March 25th, 9 am – 2 pm
Massachusetts General Hospital Vascular Center
52 Second Avenue, Suite 2100, Waltham, Massachusetts 02451

PLEASE CALL TO MAKE YOUR APPOINTMENT FOR A FREE SCREENING!
All tests are non-invasive. Appointments are limited so please call now.

617-643-2369 *All are welcome to come and tour our new facility. Refreshments will be served.*

MASSACHUSETTS GENERAL HOSPITAL
VASCULAR CENTER

MGH Vascular Center in Waltham

The MGH Vascular Center will host an open house March 25, from 9 am to 2 pm at its new location at MassGeneral West, 52 Second Ave., Waltham. The open house will include tours of the new center, free screenings and refreshments. To make an appointment for a screening on that day, call (617) 643-2369.

Submit news tips and story ideas to the *MGH Hotline*

**Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;**

by e-mail to *Hotline@partners.org* or

**by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.**

www.massgeneral.org/news/

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

(617) 726-2206

March 24, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Celebrity hockey to score for United Way

Members of Team MGH will lace up their skates and take to the ice April 2 to face off against the Black and Gold Legends – a team of former Boston Bruins hockey players – at the fourth annual celebrity hockey game benefiting the hospital's United Way campaign. All proceeds from ticket sales will go directly to benefit a number of United Way programs.

Some legendary players in Bruins history will be playing in this year's game – including John "Pie" MacKenzie, Ken Hodge, Donny Marcotte, and Billy O'Dwyer. Immediately following the game, a reception will be held at the Montvale Plaza located across from the arena.

The game will take place at the Stoneham Arena in Stoneham, Mass. at 4 pm. Tickets are $20, and children age 12 and under are free. Tickets can be purchased at the MGH General Store or by contacting Ron Doncaster at *rdoncaster@partners.org* or Laura Merino at *lmerino@partners.org*.

EXCELLENCE IN ACTION:

Police and Security make reunion possible

Time is of the essence in medicine. Working at a fast pace to help patients is routine for most clinicians. Such timeliness was particularly important in the case of a young boy several weeks ago when his care team battled the clock to reunite him with his father, who was traveling back from overseas.

According to Brenda Miller, RN, nurse manager for the Pediatric Intensive Care Unit (PICU), the patient, who was battling cancer, quickly declined and needed to be put on a ventilator immediately to help him breathe. His father was on an international flight heading to Logan Airport in Boston and hadn't arrived yet. Because a ventilator requires a tube in a patient's throat that renders speech impossible, the PICU staff wanted to hold off putting the boy on the breathing machine as long as possible so that he could speak to his father. The staff tried to stave off the intubation – the process of inserting the ventilator tube – all day, but they were running out of time and wanted to investigate getting the father from Logan to the MGH as quickly as possible when he arrived. They made one phone call to MGH Police and Security, and the wheels were put in motion to reunite the family at this critical time.

"Police and Security's guidance was clearly the only reason the son was able to speak with his father," says Brenda Miller, RN.

Tom O'Brien and Jennifer Goba, both with MGH Police and Security, worked rapidly behind the scenes, placing numerous phone calls to local authorities and to Logan Airport to make sure the father was able to get through customs quickly and meet the MGH Police and Security escort that would drive him directly to the hospital. The plan worked flawlessly, and the father was able to hold his son's hand and spend the last five minutes with him before he was intubated.

(Continued on page 2)

From left, Bonnie Michelman, director of MGH Police and Security, Goba, O'Brien and Slavin.

Feeney receives Glaser Scientist Award

Feeney

The Elizabeth Glaser Pediatric AIDS Foundation recently named Margaret Feeney, MD, of the Partners AIDS Research Center, a recipient of the 2006 Elizabeth Glaser Scientist Award – the foundation's highest scientific honor. Award winners are selected on the basis of their scientific knowledge, innovation and dedication and each receives a five-year research grant worth up to nearly $683,000.

Feeney plans to use the award to study the differences between HIV-infected infants whose bodies are able to control the virus well from an early age versus those who progress rapidly to AIDS. The study will build upon an existing collaboration with a perinatal AIDS program in Kingston, Jamaica.

"Although there is public perception that pediatric AIDS is no longer a major problem, nearly 2,000 infants are infected each day," says Feeney. "My team and I are studying how the immune response to HIV differs between infants and adults to ensure future vaccines are as effective as possible in infants." ●

Excellence in action

(Continued from page 1)

"When his father arrived, the child beamed," says Miller. "Police and Security's guidance was clearly the only reason the son was able to speak with his father. Without their help, the father never would have made it to the PICU in time."

Miller and the rest of the PICU team were so grateful for O'Brien and Goba's assistance, they nominated Police and Security for an Excellence in Action award, an honor bestowed on MGHers who go above and beyond the call of duty to help patients and colleagues. Peter L. Slavin, MD, president of the hospital, presented the award – a certificate and a catered meal from Nutrition and Food Services – March 8 to the department.

"Through your intervention, the dad was able to talk to his son for five minutes before he was put on the breathing machine," said Slavin. "As a father myself, I can relate to how priceless those five minutes must have been to him. On behalf of the hospital, the doctors and nurses caring for this patient and this family, I want to thank you for all that you did."

To nominate an employee for an Excellence in Action award, contact Mary Cunningham, director of the MGH Service Improvement Department, at *mccunningham@partners.org.* ●

Employee insurance makes traveling easier

With the MGH known across the globe as a leading, world-class medical institution, many employees regularly travel both stateside and abroad as part of their jobs. While juggling the demands of such a schedule can often be a stressful experience, one employee benefit program – travel accident insurance – now offers some help.

Since 2002, all Partners employees who regularly work at least 16 hours per week have been covered under the World Wide Group Travel Accident Insurance Program. This policy is not limited to foreign travel. All employees traveling on business from their regular employment locations are covered.

Benefits of the insurance program include:

- Travel assistance services
- Medical evacuation
- Repatriation services
- Limited coverage for spouse and dependent children under age 19
- Partial coverage for personal travel taken before, during or after an approved business trip
- Three times base salary in the event of accidental death, dismemberment, disappearance, paralysis or coma (up to $1 million)

Some exceptions do apply, and travel to the following countries is excluded from coverage: Afghanistan, Algeria, Chad, Chechnya, the Democratic Republic of Congo, Iraq, Ivory Coast, Kuwait and Somalia. Any employee with plans to travel to one of these countries should contact Paul Mahoney, insurance manager, at *pdmahoney@partners.org* or (617) 726-8195.

Employees traveling in a foreign country also should carry the following insurance policy information:

ACE Insurance Policy #1173108
ACE Assist Service Partners
Contract Number is 01AH585
1-800-243-6124 (Inside the U.S.)
1-800-659-7803 (Outside the U.S.)
OPS@worldwideassistance.com

For more information about the Partners travel accident insurance program, contact Mahoney.

MGH Vascular Center opens in Waltham

Members of the new MGH Vascular Center at MassGeneral West in Waltham took part in a ribbon-cutting ceremony March 16 to mark the opening of the center. Peter L. Slavin, MD, president of the MGH, David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization, and Jeannette McCarthy, mayor of Waltham, were on-hand for the festivities *(shown at left)*. The new center officially opened to patients the week of March 6. This new non-invasive, diagnostic outpatient facility is part of the larger MGH Vascular Center, located on the main campus.

Not all SALADs are good for you

A growing problem in keeping patients safe from medication errors is the confusion of medications that have similar sounding or looking names. If one medication is mistaken for another with a similar name, it can result in serious injury or even death. According to the Agency for Healthcare Research and Quality, approximately 15 percent of all reported medication errors are a result of this confusion.

As part of the MGH's commitment to improve patient safety and standards of care, the Safe Administration Subcommittee (SAS), under the charge of Medication Education Safety Administration Committee (MESAC), has established a new process that will help MGHers to better identify, order, dispense and administer medications that have similar sounding or looking names.

To help MGH staff keep patients safe, the following safeguards have been established: An initial Sound-Alike, Look-Alike Drug (SALAD) list has been created, and a laminated reference copy will be available on all inpatient units. Examples include: Celexa and Celebrex; Flurdarabine and Floxuridine; and Zoloft and Zocor. This list is reviewed and revised at least annually based upon a variety of information and audit results of MGH-based medication error incident reports reviewed by the SAS.

Another feature to distinguish these drugs is the use of "TALLman lettering," which has been incorporated into the Omnicell and Pharmacy systems. TALLman lettering presents portions of a name in all capital letters to visually distinguish it from other similarly named drugs. Example: oxyCONTIN and OXYcodone.

"Shelf talkers" *(shown above)* are labels that will be used in non-automated areas to provide a visual warning to practitioners to double-check the medication before dispensing or administering.

The SALAD system and its oversight by the SAS broadens previous efforts to reduce the risk of errors at the MGH. These innovations will help the MGH better meet National Patient Safety Goal #3 to improve the safety of using medications and is a part of the hospital's enhanced readiness for the upcoming survey by the Joint Commission on Accreditation of Healthcare Organizations. Employees can find additional information about SALAD by visiting the MESAC website at *http://intranet.massgeneral.org/MESAC/*. The SALAD policy can be viewed in the online Clinical Policy and Procedure manual.

"The use of the SALAD policy throughout the MGH will make everyone involved in the medication use process more aware of potential errors that can occur anywhere," says Meg Clapp, director of MGH Pharmacy.

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MGH HOTLINE

Safety reporting system "goes live"

The new web-based Safety Reporting System that is replacing the MGH's paper-based incident reporting process went live this week, allowing all staff to submit online reports about safety concerns, events or "near misses." The system makes safety reporting easier, allows faster follow-up on reports and provides an opportunity to make improvements more quickly.

The system now can be accessed from the Start menu on Partners workstations by selecting "Partners Applications" and then "Safety Reporting MGH." Users must log out and log back in as a new user or restart the computer.

Phase one training still is underway for departments – such as Patient Care Services, Pharmacy, Pathology, Materials Management, Environmental Services, Police and Security, Occupational Health, Biomedical Engineering, and Nutrition and Food Services. Phase one training will continue until May 31.

Phase two training – to be conducted from June through August – will include physicians, administrative departments through outpatient practices including primary care, specialty practices and the health centers, as well as new house staff and other medical trainees. Phase three training – from September through December – will include researchers and research administration.

Visit *http://safety.massgeneral.org* for more information about training including schedules, online tutorials and self-training modules. For more information about training, call (617) 726-0167.

For help reporting an event using the new system, page the Safety Reporting - Help beeper at 1-2355.

enter
You are key to quality and safety
MGH is introducing a web-based Safety Reporting System that will help us lead the nation in hospital safety... and you play a vital role
You are the front line of hospital safety -- the MGH's eyes and ears. You see it all.
Help us all learn from what you know. Enter a safety report. Help make MGH the nation's safest hospital.
Share what you know. Enter a safety report.
Click on
Start > Partners Applications > Safety Reporting-MGH
"offering patients and one another our best in every moment"

WHAT'S HAPPENING

Spring 2006 computer training courses
Partners Information Systems is offering Microsoft 2000 training courses. Registration for all courses is required. To view a complete schedule and course descriptions or to register, visit *is.partners.org/training* or call (617) 724-1229. Completed registration forms can be faxed to (617) 724-1402.

Senior HealthWISE events
MGH Senior HealthWISE will host free hypertension screenings March 27, from 1:30 to 2:30 pm at the West End Branch Library at 151 Cambridge St. The Senior HealthWISE lecture series also will host "Healthy Feet" March 28, from 11 am to noon in the Walcott Conference Rooms. Jordana Szpiro, DPM, a community podiatrist, will present. For more information about both events, call (617) 724-6756.

Allied health and technologist job fair
MGH Human Resources is hosting an allied health and technologist job fair April 8, from 10 am to 2 pm in the Yawkey Center for Outpatient Care, second floor. Departments represented will include Anesthesia and Critical Care, Pharmacy, Radiation Oncology, Radiology, and Vascular Surgery. The fair also will feature on-site interviews, free parking and refreshments. For more information or to register, visit *www.mghcareers.org.*

Be Fit meditation session
The Be Fit program will host a meditation session for Be Fit survivors March 30, from 12:15 to 12:45 pm in the Bigelow Amphitheater. The session will cover stress reduction techniques including diaphragmatic breathing, meditation and mindfulness. For more information, call (617) 726-2900.

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by fax to (617) 726-7475;**

by e-mail to *Hotline@partners.org* or

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(617) 726-2206

March 31, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH staff members demonstrate new ceiling lifts

Inpatient rooms get new look

After months of planning and anticipation, a makeover of the MGH inpatient units currently is underway. Beginning in February, the hospital began to receive the initial deliveries of new furnishings for patient rooms, which will replace mismatched and outdated pieces, create a more uniform look and will allow for easier moving of furniture between rooms.

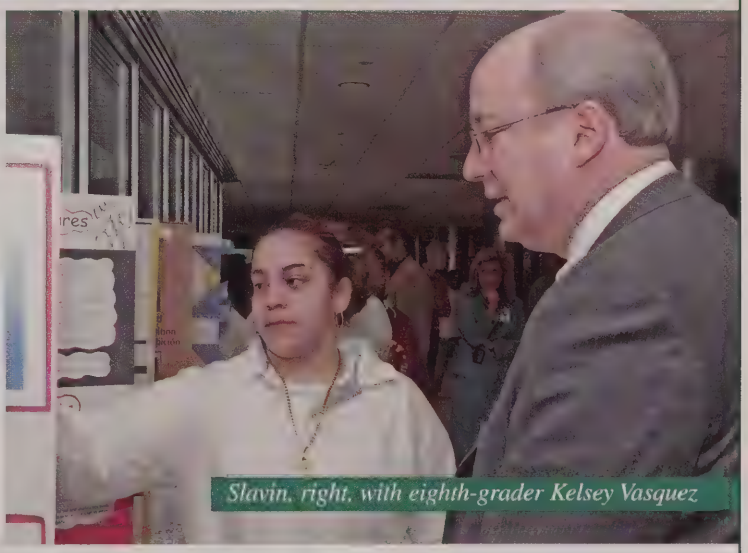
By the time all deliveries are complete – which is anticipated to be sometime in mid-July – more than 5,000 pieces of furniture will have been brought to the MGH, including stackable chairs, high-backed patient chairs, footstools, bedside cabinets, mattresses, cribs, beds and overbed tables. Additional inpatient room improvements – such as new cubicle curtains and wall art – also are planned for the coming year.

As part of the room improvements, the hospital also is piloting the use of ceiling lifts, which currently are being tested on White 12 and Blake 7. The lifts are used to help with difficult transfers of patients out of bed and can help decrease staff injuries sustained while lifting and transferring patients.

"Those units that have received the new furniture have all raved about it," says Daniel Kerls of MGH Patient Care Services. "Our patients and their families also are saying how much they enjoy the new comforts of the hospital."

Students showcase science skills

The Main Corridor was filled with the discoveries of young scientists March 9 as students from the James P. Timilty Middle School presented the science fair projects they had developed with the help of their MGH mentors from the MGH/Timilty Partnership. The seventh- and eighth-grade students displayed posters describing their projects and fielded questions from hospital employees, patients and visitors. Seven of the students with projects at the showcase later were awarded top honors at the 60th annual Boston Public Schools Citywide Science Fair held March 11 at Northeastern University, taking home two first-place prizes, a second-place team prize and three honorable mentions.



Slavin, right, with eighth-grader Kelsey Vasquez

At a special reception following the showcase, three MGH mentors were honored for their service to the program: Karlotta Fitch, of MGH Neurology, a mentor for 15 years; as well as Allan Dolinski of Environmental Services and Nancy Balch of the Pharmacy Department, both mentors for five years.

The MGH/Timilty Partnership is a program of MGH Community Benefits and Partners HealthCare and is funded by a grant from the Howard Hughes Medical Institute's Precollege Science Education Program. The program matches students with volunteer MGH mentors who meet bi-weekly at the hospital throughout the fall.

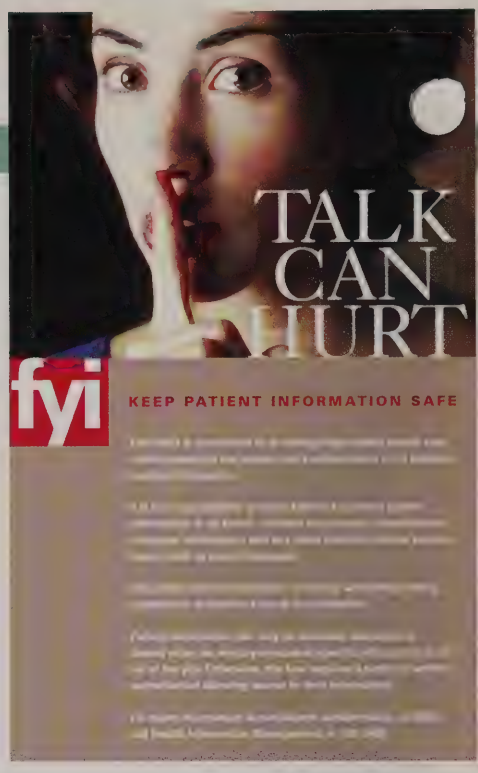
For more information about the program or to volunteer as a mentor, contact Susan Berglund at *sberglund@partners.org.* ●

Answering questions about protecting patient privacy

When the Health Insurance Portability and Accountability Act (HIPAA) was introduced in 2003, protecting patient privacy – already one of health care's most important ethical obligations – became even more complicated. Although the MGH offers continuing education about HIPAA guidelines, privacy breaches do occur – sometimes accidentally. To help employees and staff avoid breaches, *MGH Hotline* regularly publishes questions and answers about patient confidentiality. The questions are answered by Eileen Bryan, MGH HIPAA compliance specialist.

Q. *Recently a staff assistant in an outpatient practice was faxing a patient's prescription to a pharmacy. The assistant copied down the fax number correctly from the patient's information but misdialed the number, transposing two numbers. Unfortunately, the patient's personal prescription was sent to a large financial services company without a cover sheet, and the information was accidentally posted on an internal-only website that was accessible to company employees. Fortunately, one of the company's managers noticed the private health information and immediately shut down the company's web site and contacted the MGH HIPAA Privacy Office since they did not know the identity of the sender. Although it was an innocent mistake, the incident represented a serious privacy breach. How can this kind of situation be avoided?*

A. MGH staff always should remember to use technology such as fax machines, e-mail, cell phones and pagers only when necessary to support patient care activities. If there is no alternative method to deliver private patient information, then using technology such as a fax machine should be used with extreme care. The MGH faxing policy requires the use of a fax cover sheet at all times with the sender's contact information and a confidentiality statement. The sender should call the receiver to confirm the fax number and alert them of the impending fax to make sure they are able to retrieve the document. After keypunching in the fax number, the sender should pause and check the number on the screen again for accuracy before hitting the send button. Because faxing is the least secure way to send health information, the hospital is required to have these safeguards in place. To review the policy, visit the MGH Privacy and Secur policy manual on the MGH intranet web site at *http://intranet.massgeneral.org/hipaa/default.asp.* A fax cover sheet template also is available on this site. ●



MGH career development series

MGHers will have an opportunity to explore careers in health care with the help of a series of career development workshops to be held April 26 through May 18. The workshops will highlight jobs in Nursing, Pathology, Radiology, Radiation Therapy, Surgical Technology, Medical Assistance and Coding. Open to all MGH employees, the workshops also will offer information about applying for the Support Service Employee Grant (SSEG) and information about other career development options.

The first session, highlighting jobs in Coding, the SSEG, tuition reimbursement and financial aid information, will take place April 26, from noon to 1 pm in the lower amphitheater on Clinics 1. For more information, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm*, or send e-mail to *MGHtraining@partners.org* or call (617) 726-2230. ●

Graduates of the employee smoking cessation program

MGHers learn strategic planning from Leadership Academy course

On March 9, the six participants in the MGH Leadership Academy's year-long strategic planning class gathered for the last time – for a dinner out to celebrate their successful completion of the Academy's inaugural course. Under the guidance of Allison Rimm, vice president for Strategic Planning and Information Management, the graduates spent a year learning methods of strategic planning and applying their skills to local nonprofit agencies and programs in need of organizational support. The course – a mix of lectures, community work, field reports and active group discussions – met monthly in the MGH Training and Workforce Development suite at 165 Charles River Plaza.

Rimm says one aim of the course – which covered topics such as how to assess an organization's strengths and weaknesses, set goals and focus its resources on its strategic p. .es – was to help managers develop an appreciation of their own expertise. "Having confidence in our abilities is essential to be effective and persuasive leaders. The MGH is so rich in talent that it can be easy to take our skills for granted," she explains. "By placing some of our strongest managers in smaller organizations, they can recognize the value of their skills and abilities. This experience was a win for everyone. Participants gained important new management tools while the community agencies benefited from the strategy consultations."

John Driscoll, assistant director of MGH Police and Security, found the course to be valuable to his work managing a staff of some 100 officers. "Understanding strategic planning from the inside out has helped me look at issues differently and appreciate the way my particular piece fits into the overall MGH machine," Driscoll says. "I learned a lot of techniques that I've been able to apply to my own work."

For his project, Driscoll worked with SAGE (Stop Abuse, Gain Empowerment), a collaborative that provides assistance to women over the age of 60 who have suffered from domestic violence – a program founded by Bonnie Zimmer, MSW, of MGH Social Services. During the course of six months, Driscoll helped SAGE refine its mission statement, develop a vision and identify strategic priorities for training, membership and infrastructure.

Driscoll's Academy classmates included Shawn Farrell, administrative director for MGH Neurology; Katie Hope, former MGH budget director; Peggy Meehan, formerly of MGH Radiology; Elena Olson, administrative director for the MGH Multicultural Affairs Office; and Greg Pauly, executive director of Primary Care. In addition to SAGE, programs benefiting from participants' expertise included the Brookline public school system, the West End House, YouthCare and HarborCOV.

The MGH Leadership Academy was established in 2005 to help managers refine the skills that can contribute to their success as leaders. In her next class, Rimm and the Academy will take on a different challenge: life planning. Participants will use strategic planning methodology to assess their talents, interests and life goals, write personal vision statements and better align their work with a sense of purpose.

MGHers graduate to healthier, smoke-free lives

As any person who has attempted to quit smoking knows, ending the addiction to cigarettes can be one of the most difficult journeys they ever undertake and often requires an enormous amount of support to be successful. Recognizing this need, MGH Human Resources – in collaboration with the MGH Quit Smoking Service and MGH Community Health Associates – launched an eight-week, smoking cessation pilot program this past January to help employees stop smoking and begin healthier, smoke-free lives.

In the sessions, the group's 14 participants learned about such topics as preparing to quit, nicotine addiction, nicotine replacement therapy, relaxation and stress reduction techniques, hypnotherapy, weight control and nutrition, relapse prevention and strategies for living a smoke-free life. With the help of the program, many of the participants have stopped smoking completely, while others have reduced the number of cigarettes they smoke each day. These achievements were recognized at a special graduation ceremony March 2.

"Quitting smoking is a difficult task, and people who are trying to quit need education and support," says Eileen O'Brien, a tobacco treatment specialist with MGH Community Health Associates and facilitator of the group. "A smoking cessation group can be a good resource to help people quit smoking by allowing them to share their experiences with others who are experiencing the same thing."

A second support group is underway, and two additional groups are planned. The first group will meet Thursdays, from 5 to 5:45 pm at 50 Staniford St., ninth floor, beginning April 27. The second group will meet Wednesdays, from noon to 12:45 at the MGH Chelsea HealthCare Center, beginning May 10. For more information or to register for the group at 50 Staniford St., call (617) 726-7443. To register for the group at MGH Chelsea, call (781) 485-6210.

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MGH HOTLINE

PAGE 4

The power of apology

One of the most difficult career situations a clinician may face is communicating with patients about errors or adverse events that occur during their care. Handling these sensitive situations was the topic of the most recent seminar sponsored by the Stoeckle Center for Primary Care Innovation held March 24. The guest speaker was renowned patient safety expert Lucian Leape, MD, of the Harvard School of Public Health, who discussed his work on patient disclosure and how to apologize to a patient after a medical error.

"As a pediatric surgeon myself, people trusted me with the lives of their children," he said. "Having that kind of trust is a privilege, and that is why medicine is a calling not just a career. It is important to always tell your patients the truth. Without truth, there can be no trust."

From left, Bill Kormos, MD, of the Stoeckle Center and Leape, with Robert and Phyllis Green, who support the Stoeckle Center seminar series.

WHAT'S HAPPENING

Sexual assault prevention event
In recognition of national Sexual Assault Awareness Day, the MGH Employee Assistance Program (EAP), the Emergency Department's Sexual Assault program, the Hospitals Helping Abuse and Violence End Now (HAVEN) program and MGH Police and Security will host "Help the MGH Blow the Whistle on Sexual Assault" April 6, from 11 am to 2 pm in the Main Corridor near Coffee Central. The event will feature brochures, an informational video and staff available to answer questions. For more information, call Corinne Castro at (617) 726-2621.

Free skin cancer screenings
MGH Dermatology will host free skin cancer screenings May 9, from 5 to 6:30 pm at 50 Staniford St., suite 250. Screenings are by appointment only, and appointments can be made beginning April 10. For more information or to make an appointment, call (617) 724-6960.

Media relations seminar for clinical investigators
The MGH Clinical Research Program will host the media relations seminar "Think Before You Speak" April 18, from 4 to 6 pm in the Simches Center, Room 3120. The seminar is intended for MGH clinical investigators. Don Gibbons, associate dean for Public Affairs at Harvard Medical School, will present. Class size is limited to 20, and registration is required. To register, visit *hub.partners.org*. For more information, contact Lauren Michaels at *lmicheals@partners.org* or call the Clinical Research Education Unit at (617) 726-1669.

Allied health and technologist job fair
MGH Human Resources is hosting an allied health and technologist job fair April 8, from 10 am to 2 pm in the Yawkey Center for Outpatient Care, second floor. Departments represented will include Anesthesia and Critical Care, Pharmacy, Radiation Oncology, Radiology and Vascular Surgery. The fair also will feature on-site interviews, free parking and refreshments. For more information or to register, visit *www.mghcareers.org*.

Senior HealthWISE anemia screenings
MGH Senior HealthWISE will host anemia screenings for seniors age 60 years and older April 3, from 1:30 to 2:30 pm at the Hill House at 127 Mount Vernon St. All screenings are free. For more information, call (617) 724-6756.

Ethics forum
The MGH Ethics Task Force and the MGH Institute of Health Professions Ethics Initiative will host the forum "Ethical Considerations in Access to Health Care" April 14, from noon to 1:30 pm in the Ether Dome. The featured speakers are James J. Mongan, MD, president and CEO of Partners HealthCare; Rushika J. Fernandopulle, MD, of MGH Department of Medicine; and John D. Goodson, MD, of MGH Internal Medicine Associates. For more information, send e-mail to *erobinson1@partners.org*.

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by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.

www.massgeneral.org/news/

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

(617) 726-2206

April 7, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New Vascular Center opens at MassGeneral West

The MGH Vascular Center recently opened a second location at MassGeneral West in Waltham, offering specialized, state-of-the-art services at a convenient location for residents west of Boston. In addition to the Vascular Center on the main campus, the new facility is an important component of the MGH's commitment to providing comprehensive diagnosis and management of vascular disorders.

The Vascular Center provides evaluation of and treatment for the full spectrum of vascular conditions, including peripheral arterial disease, cerebrovascular disease, aneurysmal disease, renovascular disease, venous thromboembolic disease, disorders of blood coagulation, nonhealing wounds, limb edema and arteriovenous malformations. The center comprises seven major clinical disciplines that provide vascular care by bringing together specialists from Cardiology/Vascular Medicine, Vascular and Endovascular Surgery, Vascular Radiology, Neurology, Neurosurgery, Cardiac Surgery and Nephrology. It is the only center of its kind in the country to use this type of multidisciplinary approach for the diagnosis and treatment of vascular disease.

"It is truly an honor to bring the Vascular Center and all of its great capabilities to the wonderful community of Waltham," said Peter L. Slavin, MD, president of the MGH, at a ribbon-cutting ceremony March 16. "At this convenient location, patients don't have to commute into the city to benefit from our world-class vascular care."

An open house for the community also was held March 25, with more than 150 area residents touring the facility, receiving free screenings for peripheral arterial disease and meeting with Vascular Center physicians to discuss their test results. ●

MGH nurse Angelina Somerville, RN, gives a free screening at the Vascular Center open house.

Universal protocol: No room for mistakes

An important component of fostering a culture of patient safety in a health care setting is having all health care providers adopt common procedures and safeguards to decrease the risk of harm to patients. This is the goal of the universal protocol that was implemented nationwide in 2004 to help prevent medical injuries and deaths caused by wrong site, wrong-procedure or wrong identity of a patient during surgery or other invasive procedures.

Like most hospitals, the MGH has implemented this protocol and has put into place a policy and process for clinicians to follow. The first step is to verify the patient's identity using at least two patient identifiers, which can be the patient's name, birth date or medical record number. Then the intended procedure and is confirmed by checking the procedure consent form, the history or progress notes, nursing assessment and, if applicable, the procedure/operating room schedule.

The procedure site then must be properly marked to identify the area of the patient's body that will undergo the procedure before an incision is made. For example, if a patient is having knee replacement surgery on the left knee, the clinician would write the word "yes" on the patient's left knee area to distinguish the site from the right knee. The patient is an integral part of this safety

(Continued on page 2)

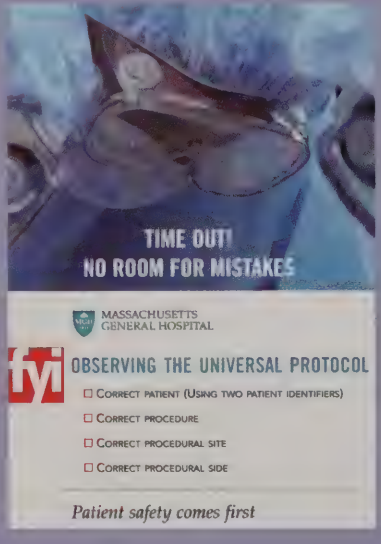
— Universal protocol

(Continued from page 1)

practice and participates by verifying his or her identity as well as confirming correct procedure, correct side and site.

Before the procedure starts, a "time out" must be initiated by the physician conducting the procedure to give all members of the clinical team an opportunity to perform a final verification of the correct patient, correct procedure, correct side, correct patient position and availability of correct implants and any special equipment or requirements that are needed for the procedure.

In addition to meeting many national patient safety standards, the universal protocol is an important part of the accreditation process by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). As part of the MGH's JCAHO survey readiness efforts, the universal protocol is featured in the FYI posters that were distributed this week (shown below). For more information about the universal protocol, contact Ruth Bryan, RN, at (617) 726-3045 or at rbryan@partners.org.



Training milestone for new safety reporting system

The new web-based safety reporting system reached an important milestone last week. More than 2,000 MGH employees have attended the training sessions to learn how to use the new system, which should dramatically improve the way employees can report any safety concerns, incidents or "near misses." By replacing the paper incident reports, the new system makes safety reporting easier, allows faster follow-up on reports and provides an opportunity to make quicker improvements.

Since training began March 6, employees have been able to attend unit-based training in patient care areas and go to open forums with other employees from various departments and clinical services. Numerous others have completed independent study using the online tutorial or the self-training module on the safety reporting website at *safety.massgeneral.org.*

"People feel that the new system is easy to use and will make reporting incidents a much simpler process."
— DEBORAH MULLOY, RN

"We have received tremendous feedback so far from the employees who have gone through the training," says Deborah Mulloy, RN, of the Office of Quality and Safety and the training coordinator for the new system. "People feel that the new system is easy to use and will make reporting incidents a much simpler process."

One of the key features of the new system is the interface with the existing MGH patient, drug and equipment databases, making it easier for people who report an incident to select the necessary information. "When people use the search functions to select from the database menus, it makes the review and tri[illegible] much easier," says Helena Gautreau, RN, triage nurse in the Office of Quality and Safety. "It helps minimize any difficulty in interpreting people's handwriting or tracking down the specific source of the problem."

The paper forms will be available until all training is completed. Training is being rolled out in three phases, which will be completed within the next six to nine months. Phase two will begin June 1.

Visit *safety.massgeneral.org* for more information about training – including schedules, online tutorials and self-training modules – or call (617) 726-0167. For help reporting an event using the new system, page the Safety Reporting-Help beeper at 1-2355. ●

In memoriam: Michael T. Ty, MD

Michael T. Ty, MD, 28, a resident in the Partners Neurology Training Program died April 3 in a tragic construction accident on Boylston Street, Boston. He was one of three men who died when scaffolding fell from a 14-story building.

Ty graduated from Johns Hopkins University in Baltimore in 1999 and earned his medical degree at Harvard Medical School (HMS). At HMS, he was awarded the Kennedy Sheldon Fellowship for the study of ethics and moral theology at Pontifical University of St. Thomas Aquinas in Rome, Italy. He completed his first year of residency in internal medicine at Beth Israel Deaconess Medical Center and then joined the Partners Neurology program in 2005.

Ty is remembered as a selfless, compassionate and truly gifted physician who was highly respected by colleagues for his intelligence, initiative and eagerness for knowledge.

MGH HOTLINE

MGH residents at the State House

Pediatric residents rally on Beacon Hill

More than 30 pediatric residents from hospitals across Massachusetts – including MassGeneral Hospital for Children (MGHC) – gathered March 28 at the State House to support a variety of legislative measures that promote the health and well-being of children. The residents met with a number of legislators and leading children's advocates – including Massachusetts Senate Majority Leader Frederick Berry and Margaret Blood, president of Strategies for Children – to discuss the agenda's key issues of car safety, obesity prevention and early childhood education.

"As young pediatricians, our commitment to children requires our involvement in the political process," says Anna Wheeler, MD, a first-year resident with MGHC. "The state legislature can have a tremendous impact on the lives of children in Massachusetts, and we're excited to lend our perspective to the discussion."

In addition to Wheeler, other MGHC residents involved with coordinating the event were Tanya Pastra-Landis, MD; Ariel Frey, MD; Jess Kaplan, MD; Suzanne Simer, MD; Kathryn Brigham, MD; Anne Light, MD; and Katharine Zuckerman, MD.

The 2006 Residents' Day at the State House was co-sponsored by the Massachusetts Chapter of the American Academy of Pediatrics and the Massachusetts Medical Society. Other hospitals represented by residents at the event were the Bay State Children's Hospital, Children's Hospital Boston, Tufts-New England Medical Center, Floating Hospital and the University of Massachusetts Children's Medical Center.

ADVANCES

Risk for misuse of ADHD medications

A major concern regarding the use of stimulant medications to treat attention-deficit hyperactivity disorder (ADHD) in young people has been the risk that drugs will be misused or diverted to those for whom they have not been prescribed. A new study from MGH researchers finds that while the great majority of those with ADHD use their medications appropriately, a small percentage is likely to abuse or to sell prescribed stimulants. The report appears in the April issue of the *Journal of the American Academy of Child and Adolescent Psychiatry.*

"Now that we know who misuses those drugs and which are most likely to be misused, we can pursue efforts to make sure they are appropriately prescribed and monitored," says Timothy Wilens, MD, director of Substance Abuse Services in MGH Pediatric Psychopharmacology, who led the study.

Wilens

The current investigation enrolled participants in a long-term study of young men treated with medication for a variety of behavioral and psychiatric disorders. Ten years after joining that study, 98 participants – half of whom had ADHD – were interviewed about their overall progress and current symptoms and completed a confidential questionnaire asking whether they had sold or misused their medications. The results showed that while participants with ADHD were more likely than those without ADHD to report misusing their medication, virtually all of those who sold or otherwise misused their medications also met criteria for conduct disorder or substance use disorder. Another key finding was that immediate release stimulant formulations were most likely to be misused or diverted.

"While we need additional research to make definitive recommendations, from my own experience I'd suggest that physicians prescribe extended release formulations and consider non-stimulant drugs for those at increased risk," Wilens says. His MGH co-authors are Michael Monuteaux, ScD, Allison Swezey, and Joseph Biederman, MD, all of MGH Pediatric Psychopharmacology. ●

Health Information Privacy and Security Week

As part of National Health Information Privacy and Security Week, the MGH Privacy Office, MGH Information Security and MGH Police and Security will host information tables from April 10 through 14 to educate MGH employees, staff, volunteers, patients and visitors about the hospital's policies and procedures to protect private health information. The tables will be located in the Main Corridor April 10 and 14, from 7 to 10 am and April 12 and 13, from 11 am to 2 pm.

During the week, MGH employees from these departments will be on hand to answer questions and share information about the hospital's privacy and security measures to protect health information – including faxing guidelines, instructions to report an information breach, the proper destruction of protected health information, securing laptops and PDAs and steps to limit the risk of identity theft.

For more information about Health Information Privacy and Security Week, contact Eileen Bryan, HIPAA compliance specialist, at *embryan@partners.org.* ●

MGH HOTLINE

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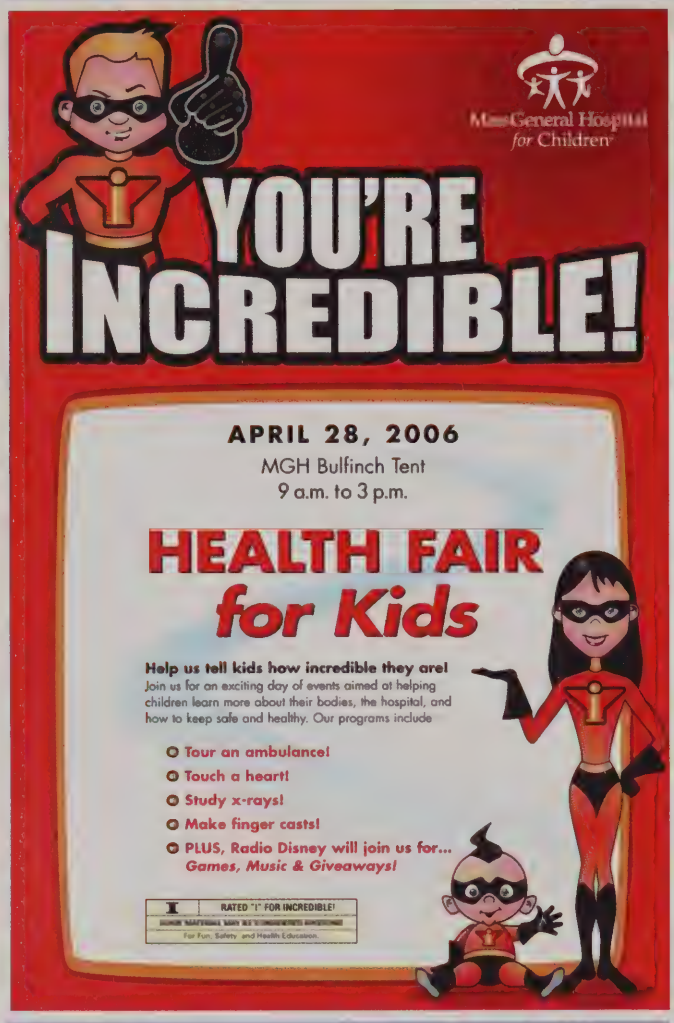
MassGeneral Hospital for Children
YOU'RE INCREDIBLE!
APRIL 28, 2006
MGH Bulfinch Tent
9 a.m. to 3 p.m.
HEALTH FAIR for Kids
Help us tell kids how incredible they are!
Join us for an exciting day of events aimed at helping children learn more about their bodies, the hospital, and how to keep safe and healthy. Our programs include
Tour an ambulance!
Touch a heart!
Study x-rays!
Make finger casts!
PLUS, Radio Disney will join us for... Games, Music & Giveaways!
RATED "I" FOR INCREDIBLE!

What's happening

Nominations for Family-Centered Care Awards

MassGeneral Hospital for Children (MGHC) now is accepting nominations for the annual Family-Centered Care Awards for employees who best exemplify the MGHC's mission. All MGHC employees are eligible and can be nominated by any employee, patient, family or visitor. Nomination letters can be sent to Judy Newell, RN, on Ellison 17 and must be received no later than April 18.

Wellman Center lecture series

The Wellman Center for Photomedicine will host "Engineering Human Melanoma: Discovery and Definition of Therapeutic Targets" April 11, from 2:15 to 3:15 pm in the Thier Conference Room, with a coffee reception at 2 pm. Hans Widlund, PhD, MSc, of the Pediatric Oncology Department at the Dana-Farber Cancer Institute, will present. To see a complete schedule of Wellman Center events, visit *www.massgeneral.org/wellman/calendar.asp.*

Advanced cardiac life support course

The MGH Emergency Department will host an advanced cardiac life support course April 28, from 8 am to 2 pm. For more information or to register, contact Cristina Catt at (617) 726-3905 or *ccatt@partners.org.*

Innovation in research panel discussion

The MGH Office for Research Career Development, in collaboration with MGH Corporate Sponsored Research and Licensing, will host a panel discussion "Funding through Innovation" April 14, from 4 to 5:30 pm in the Thier Conference Room. For more information or to register, call (617) 643-1606 or send e-mail to *orcd@partners.org.*

Be Fit events

The MGH Be Fit program now is sponsoring "Fire it Up Friday" walks with Be Fit survivor Allan Dolinski of MGH Environmental Services. The walk takes place on Fridays, beginning at 12:15 pm at the Jackson entrance. Be Fit also is hosting stair climbing sessions with Dan Murphy, a personal trainer at The Clubs at Charles River Park. The sessions take place on Mondays, Wednesdays and Fridays, beginning at 4 pm at the Ellison 1 staircase. For more information, call (617) 726-2900.

Senior HealthWISE events

MGH Senior HealthWISE will host a diabetes expo April 11, from 11 am to noon in the Walcott Conference Rooms. Topics will include sugar tests, glucometer calibration and diabetes management information. Frank Bellistri, NP, and Brenda Reen of Neighborhood Diabetes, will present. Senior HealthWISE also will host "Advance Directives: How, What, Where, When and Why?" April 17, from 1:30 to 2:30 pm at the Hill House at 127 Mount Vernon St. Barbara Moscowitz, MSW, LICSW, will present. For more information, call (617) 724-6756.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

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(617) 726-2206

April 14, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Be med smart: Reconciling medications across the continuum of care

With the rise of medication errors an alarming concern for health care organizations across the country, many hospitals – including the MGH – are putting into place or improving existing systems that monitor and track patients' medications throughout their health care experience. Ample evidence in medical literature shows that discrepancies exist between the medications that are documented by the health care providers and what patients actually use at home. Integrating these differences is a process called medication reconciliation.

Medication reconciliation includes obtaining a complete list of medications that a patient is taking prior to admission – including name, dosage, frequency and route – and comparing the admission, transfer and discharge orders for medications to that original list. The primary goal of this process is to reduce the risk of clinically important omissions, dosage errors or other types of discrepancies as patients travel through an often-complex path of care.

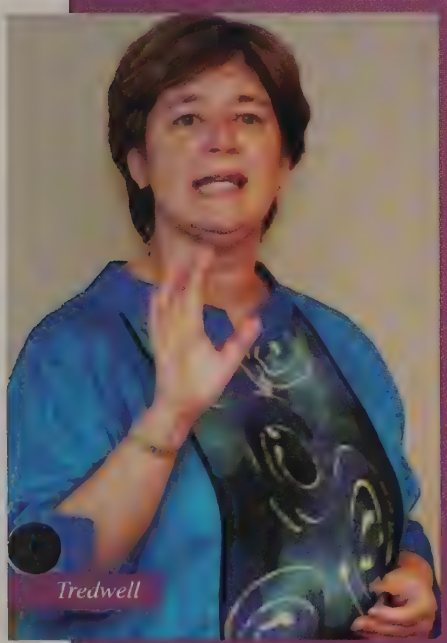
Studies have shown that poor communication about medications at transition points – such as hospital admissions, transfers to secondary care facilities or discharges – is responsible for up to 50 percent of all medication errors. Another goal of this process is for clinicians to review previous medication orders alongside new orders when patients move from one setting to another and reconcile any differences in the medications.

(Continued on page 2)

Medication Reconciliation Project rollout

April 25	General Medicine – White 8, 9 and 10, Ellison 16
May 1	General Medicine, Oncology Bigelow 9, Blake 7, Ellison 14
May 8	Pediatrics – Ellison 17, 18 and PICU
May 15	Cardiology and Psychiatry Ellison 9, 10, 11, Blake 11
May 29	Neurology and Burn Unit Bigelow 12, White 12, Ellison 12, Bigelow 13
June 5	General Surgery, Vascular Surgery SICU, Ellison 7, White 7, SICU, Bigelow 14
June 12	Orthopædics, Gynecology and Transplant Ellison 6, White 6, Bigelow 7, Blake 6
June 19	Medicine – Ellison 20, 21, Bigelow 11, White 11
June 26	General Surgery, Cardiac Surgery Ellison 8, 19, 22 and Blake 8
July 10	Obstetrics – Ellison 13, Blake 13, 14 and NICU

Durant fellow advances maternal health



Tredwell

Members of the MGH community gathered in the Haber Conference Room March 31 to hear Susan Tredwell, MD, a physician with the MGH Vincent Obstetrics and Gynecology Service, share her experiences working to promote maternal health issues in Indonesia as one of the 2006 Durant fellows. Her presentation was entitled "Death in Childbirth: Indonesia's Struggle to Reduce Maternal Mortality."

Tredwell first became acquainted with the country and its people while working aboard the USNS Mercy – a U.S. Navy hospital ship – with other MGHers to bring medical aid in the aftermath of the devastating tsunami that hit the region in December 2004. With the support of the fellowship, she returned in the fall of 2005 and has worked tirelessly to improve the health of Indonesian mothers and their children.

"It has been an honor and an adventure to return to Indonesia to continue working with the brave people of the Aceh province," says Tredwell. "I am grateful to the fellowship and my colleagues in my department at the MGH for allowing me the opportunity to participate."

The Thomas S. Durant Fellowship in Refugee Medicine was established in 2001 in honor of Durant, the late MGH associate medical director, who spent much of his career traveling to some of the world's most devastated regions – including Cambodia, Albania, Rwanda, Bosnia, Somalia, Croatia and Afghanistan. The fellowship provides either six to nine months or one year of sponsorship to MGH clinicians who wish to serve refugee populations and victims of war or natural disasters with medical care and support.

– Be med smart

(*Continued from page 1*)

"Reconciling medications is essential to optimize medication safety at the MGH," says Gregg Meyer, MD, medical director for the Massachusetts General Physicians Organization and chair of the Signature Initiatives Committee. "We need all of our clinicians to work together and with our patients to make sure these medication lists are accurate and are maintained. While this is a JCAHO standard as part of the National Patient Safety Goals, more importantly, it is the right thing to do to keep our patients safe from medication errors."

The MGH will be introducing a new module in Provider Order Entry (POE) April 25 that will make the medication reconciliation process easier for all clinicians – physicians, nurse practitioners, physician assistants, nurses and pharmacists – who are responsible for maintaining these medication lists.

The new module in POE is an electronic version of a medication list. Called the Pre-Admission Medication List (PAML), this list of all prescription, over-the-counter and herbal medications taken by the patient at home must be completed by the admitting or treating physician within 24 hours of a patient's admission. After the PAML has been created, any member of the care team may enter additional medication information. The PAML will be reviewed, verified and reconciled at various junctures of the patient's care such as before transfers or before discharge.

"This process is a vital partnership between our patients and our caregivers, and it also is essential to have every member of the care team work together to keep the PAML accurate," says Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse. "We are confident this new electronic system will streamline this process and make it easier for all of our clinicians to keep our patients safe."

For more information about the medication reconciliation initiative, contact Pat McCarthy at (617) 724-6771. ●

Be Fit team takes a spin

The Clinical Care Management Unit team is determined to do well in phase five of the Be Fit program, so they recently organized a special spinning class. Sponsored by The Clubs and MGH Nutrition and Food Services, the Be Fit program is an ongoing competition to eat well, stay fit and live a healthy lifestyle.

National Institutes of Health regional seminar

The MGH and Harvard University co-hosted the bi-annual National Institutes of Heal[th] (NIH) Regional Seminar on Program Funding and Grants Administration March 29 throug[h] at the Sheraton Boston Hotel. Peter L. Slavin, MD, president of the MGH, and Steven Hyman, MD, provost of Harvard University, gave the seminar's opening remarks, welcoming the more than 800 people in attendance at the sold-out event.

The meeting covered the NIH funding and grants application review process, clarification of federal regulations and policies, and highlighted current areas of special interest and concern.

Gary Smith, administrative director of research for MGH Surgery, and Vivian Holmes, director of finance and administration for the Division of Medical Sciences at Harvard University, served as co-chairs of the event. Other MGHers involved in organizing the seminar were Debra Armstrong, Jennifer Chappelle, Jane Deitrich, Tewfik Ghattas, Patricia Kiszkiss, Karen Osborne, Nicholas Repucci, Kay Ryan, Adrienne Sisco, Kara Sickmier, Vonda Shannon and Lesley Watts.

The NIH – a part of the U.S. Department of Health and Human Services – is one of the world's leading medical research centers and the primary federal agency for conducting and supporting medical research. F[or] the past 10 years, the MGH has been top-ranked in NIH research funding for independent hospitals. ●

Disparities Solutions Center highlights progress at open house

The MGH Disparities Solutions Center hosted an open house March 30 in the East Garden Room to update the MGH community about its current work and progress during its first eight months of operation, as well as to share opportunities for future collaborations and partnerships with the center. The hospital-based center is the first of its kind in the country and is dedicated to developing and implementing policies and procedures as well as changing the delivery of care to help eliminate racial and ethnic differences – or disparities – in health care. More than 50 individuals from the MGH and the outside community attended the open house and networking event.

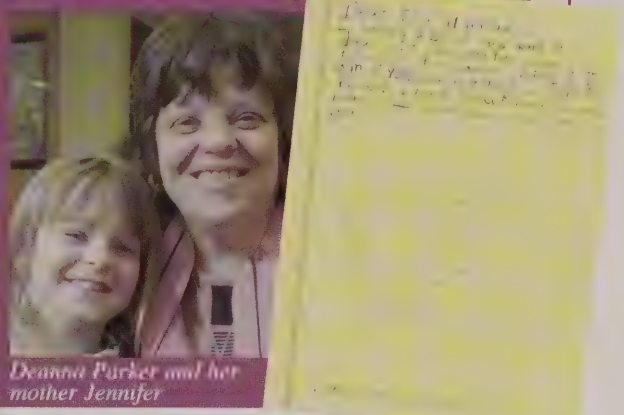
Betancourt

"The last eight months have been exciting and productive," says Joseph Betancourt, MD, MPH, director of the center. "We've been able to engage in local, regional and national projects in this short amount of time. We are thrilled that the MGH's support of the center will allow us to continue our work during the next few years."

To learn more about the Disparities Solutions Center, visit *www.mghdisparities solutions.org*. ●

Small gestures count most

Many patients who appreciate the care they have received at the MGH give generous donations – large or small – to the hospital. Below is a letter from one such donor who is grateful for the care her mother received at the MGH Cancer Center.


Deanna Parker and her mother Jennifer

MGH Biostatistics Center celebrates 20th anniversary

This year marks the 20th anniversary of the MGH Biostatistics Center, which was founded in 1986 with David Shoenfeld, PhD, as its director to provide statistical support for clinical and laboratory research at the MGH. Biostatistics involves the theory and application of techniques for describing, analyzing and interpreting health data from research studies.

Since its founding, the center has grown to its current staff of 26 (*shown below*) and has formed collaborations with many other hospital departments – including the Clinical Research Program, the Mallinckrodt General Clinical Research Center, the Institute for Health Policy and the Cancer Center. Members of the center have lent their expertise to research projects in a wide variety of fields – such as endocrinology, cardiology, psychiatry, cancer, HIV/AIDS, neurology and trauma.

"MGH is a great place for biostatisticians because of the exciting research carried out by our clinical and laboratory investigators," says Dianne Finkelstein, PhD, of the center. "We are happy to contribute to many of the hospital's largest clinical research programs."

The Biostatistics Center will celebrate its anniversary with a special celebration to be held in June. For more information about the center, visit *hedwig.mgh.harvard.edu/biostatistics*. ●

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MGH HOTLINE

WHAT'S HAPPENING

Clinical Research Day poster classes
The MGH Photography Department is offering two poster design classes for MGH Clinical Research Day abstracts. The classes will be held April 26, from 8 to 9 am, and May 9, from 4 to 5 pm in the Simches Research Center, Room 3120 and will offer instructions on poster design and a CD of poster template files. Early poster submissions also are eligible for discounted printing rates. Files received by May 9 will receive a 30 percent discount, and files received by May 16 will receive a 15 percent discount. To receive the discount, reference Clinical Research Day when submitting files for printing. For more information, contact Sam Riley at (617) 726-2237 or *mghphoto@partners.org*.

Earth Day information table
MGH Environmental Services will host an Earth Day information table April 20, from 7 am to 4 pm in the Main Corridor. Topics will include information about the MGH's efforts to reduce waste, conserve energy and conservation tips for work and home. For more information, contact Edwin Andrews at *ebandrews@partners.org*.

Memorial service for Barbara J. Shepard
A memorial service for Barbara J. Shepard, a medical staff coordinator for MassGeneral Hospital for Children, will be held April 18, at 3 pm in the Chapel located on Ellison 1. Shepard died March 21 after a brief illness. All MGH friends and colleagues are invited to attend.

Employee smoking cessation program
The MGH Human Resources Department, in cooperation with the MGH Quit Smoking Service and MGH Community Health Associates, is offering a smoking cessation group for MGH employees. The group will meet Thursdays, April 27, May 4, 11, 18, 25, June 1, 8 and 15, from 5 to 5:45 pm at 50 Staniford St., ninth floor. To register, call (617) 726-7443.

Senior HealthWISE events
MGH Senior HealthWISE will host a one-hour exercise session "Get Warm and Stay Fit" April 19, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served. The Senior HealthWISE film series also will host a screening of "The Aviator" April 21, from 1 to 3:30 pm in the Haber Conference Room. Admission is free, and registration is required for both events. For more information or to register, call (617) 724-6756.

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by fax to (617) 726-7475;**

by e-mail to *Hotline@partners.org* or

**by mail to the Public Affairs Office,
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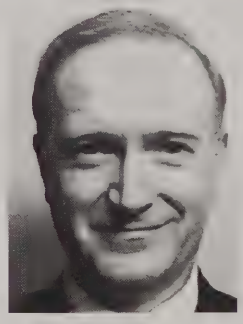
(617) 726-2206

In memoriam: David Ross Calkins, MD

David Ross Calkins, MD, of MGH Primary Care, died April 7 after a long illness. Calkins graduated from Princeton University in 1970 and went on to earn his medical degree from Harvard Medical School (HMS) and his masters in public policy from the John F. Kennedy School of Government in 1975. He completed his postgraduate training in internal medicine at the University of Washington and Beth Israel Hospital in Boston.

From 1978 to 1981, Calkins served as a White House fellow and then deputy executive secretary in the Office of the Secretary for the U.S. Department of Health and Human Services. From 1981 to 1991, he was a member of the Division of General Medicine and Primary Care at Beth Israel when he became assistant professor of Medicine at HMS. He then served as chief of the Division of General Internal Medicine and medical director of Ambulatory Care Services at Deaconess Hospital in Boston. During this time, he also served as assistant professor of Health Policy and Management at the Harvard School of Public Health. In 1996, Calkins moved to the University of Kansas School of Medicine, where he served as associate dean for Primary Care.



In 1999, Calkins returned to HMS as associate professor of medicine and associate dean for clinical programs and joined the MGH Medical Group, where he practiced internal medicine. In 2003, he became a George W. Merck fellow with the Institute for Healthcare Improvement (IHI) and assisted in developing the institute's "100,000 Lives" campaign, a nationwide initiative to prevent avoidable deaths.

"David was a quiet man, but his accomplishments and evident commitment to service spoke volumes about his character," says Albert Mulley, MD, a colleague and friend.

A memorial service is being planned. Contributions may be sent to the IHI at 20 University Road, seventh floor, Cambridge, MA, 02138.

April 21, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Marathon Monday: Triumphant runners and inspiring patients

While thousands of people cheered on runners of the 110th annual Boston Marathon April 17, a special group gathered at Heartbreak Hill to cheer on the MGH Marathon Team "Fighting Kids Cancer ... One Step at a Time" and the MGH Cystic Fibrosis Marathon Team. This small band of cheerleaders included young survivors in whose honor many team members were running to raise money for MassGeneral Hospital for Children and the MGH Cystic Fibrosis Clinic.

The MGH Marathon Team was started in 1998 by Howard Weinstein, MD, chief of MGH Pediatric Hematology/Oncology, after one of his patients died from incurable sarcoma. This year's 106-member team was made up of physicians, nurses, staff, patients' families and members of the community. Their goal was to raise $750,000 for pediatric cancer research. The 15-member Cystic Fibrosis Team is raising money to reach their goal of $50,000 for the clinic. Many of the team members had never run a marathon – or any race for that matter – but were inspired to run by the children and their families who battle cancer and cystic fibrosis every day.

Running the marathon was particularly meaningful for one of the MGH team members, Emily Parker of MGH Public Affairs. Not only was it special because it was her first Boston Marathon, but because her boyfriend, Chris Bauernfeind, also surprised her with a marriage proposal at Mile 25 on the course. Wearing a t-shirt with "Marry Me?" on the back, Bauernfeind jogged ahead of her and then officially proposed on bended knee with an engagement ring. "The amazing cheerleaders at Mile 20 gave me a real boost, and then I forgot all about my aching legs at Mile 25," says Parker. "I am still giddy after such a momentous afternoon." ●

Precious gift gives life new meaning for 16-year-old patient

When her Natick High School classmates ask 16-year-old Laurie Lukianov about the pale scar on her neck at the base of her throat, she'll jokingly tell them she was stabbed. If they believe her, she'll raise her sweatshirt to show them the discolored indentation that wraps around her lower abdomen. "And I got shot, too," she'll say.

If Laurie's tall tale sounds dramatic, the truth about her scars is perhaps even more so. They are a visible reminder that she is here today because of the generosity of a family she will never know, who donated the liver that keeps her alive.

Laurie was born with biliary atresia, an incurable liver disease that causes inflammation and obstruction of the ducts that carry bile to the intestine and that over time can lead to

(Continued on page 2)

— *Precious gift*

(*Continued from page 1*)

cirrhosis and liver failure. In her first two years of life, Laurie had multiple surgeries to unblock her intestines, but remained very sick. A transplant was the best option, but because of the limited availability of organs – particularly for infants and small children – the Lukianovs were told that it might be years before Laurie could get a new liver.

Shortly after Laurie was put on the national organ transplant waiting list, the Lukianovs learned about living-related donor transplantation – a then-novel procedure by which an adult family member who is a tissue match can donate a portion of his or her liver to a child.

As with all organ donations, the identities of donor and recipient families were kept anonymous and Laurie Lukianov knows only that her donor was a 16-year-old girl. To honor her and promote organ donor awareness, Laurie has spoken about her experience at numerous public venues, including the MGH.

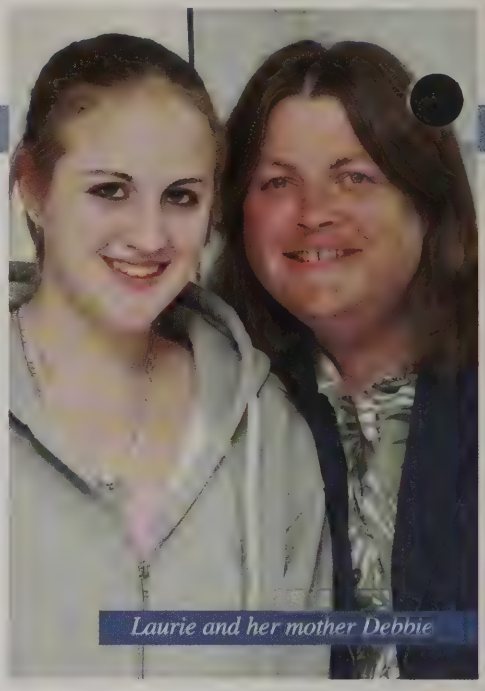
For more information about organ and tissue donation and how to obtain a donor card, contact the New England Organ Bank at (800) 446-6362 or visit *www.neob.org.*

Laurie's father, Alex, was a match, and Joseph Vacanti, MD, surgeon-in-chief for MassGeneral Hospital for Children who was then at Children's Hospital, transplanted half of Alex Lukianov's healthy liver into his 2½-year-old daughter. It was the first time the procedure had been attempted on the East Coast.

Though Laurie's health improved, she was never truly well, and she spent much of the next 10 years in and out of the hospital. When she was 13, her bile ducts began to block, and a procedure to insert stents was unsuccessful. Laurie's liver was failing again, and she needed another transplant. This time, a living-related donor transplant was not an option.

Debbie Lukianov, her mother, will never forget the night of October 20, 2002, when the family received the call to tell them that there was a liver for her daughter. "We were so relieved and excited, but also terrified," she says. "Laurie was very sick, and the surgery was going to be very tough. And even as you're learning your child's life is going to be saved, there's the knowledge that it's only possible because a child has died, and the family has decided to donate his or her organs."

Laurie's surgery was grueling – it took more than 18 hours, a record for both the MGH and Vacanti – and afterward her other organs began to weaken and fail. For 13 days following the transplant, Laurie was operated on daily for complications and received some 500 units of blood products. Ironically, it was Laurie's new liver that pulled her through.



Laurie and her mother Debbie

"For a while, we didn't know if Laurie would survive," her mother says. "Even her heart was in failure. Her liver was strong though, and it was the reason she lived. This liver has saved her life in every way."

Today, if it weren't for Laurie's battle-worthy scars, it might be hard to see the full ext[redacted] the ordeal the Lukianovs endured. Laurie is healthy, active and thinking about a career in nursing. But none of the Lukianovs will ever forget that, for all the expertise and innovation brought to bear on Laurie's care, what saved her life was an act of generosity in its purest form.

"Organ donation is something few people think about until it hits home," Alex Lukianov says. Debbie adds, "We're forever grateful that one family thought of the unthinkable, and by doing so saved our daughter's life." ●

Children and HealthCare Week celebrates 10 years

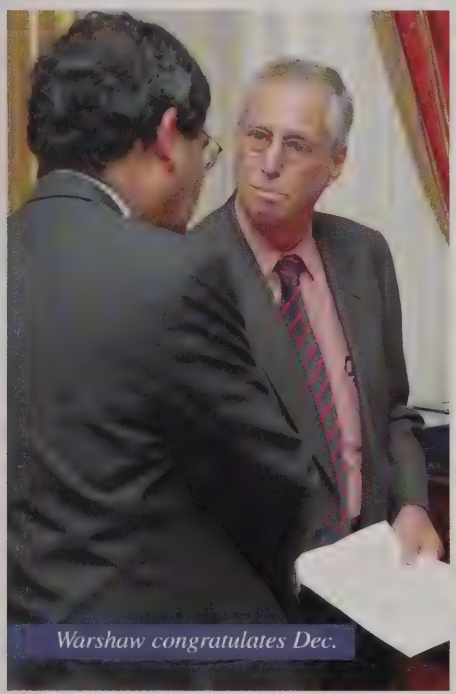
For 10 years, the MGH's youngest patients have been recognized, honored and celebrated with a special week of activities dedicated to the quality care provided by MassGeneral Hospital for Children (MGHC). Below is a list of this year's Children and HealthCare Week activities:

- April 24 – "Hurt Alert Day" – MGHC staff will provide an educational program about how to treat pediatric pain. In addition, a teddy bear clinic will be held at 11 am in the Ellison 17 playroom, and a caricature artist will visit the Ellison 18 playroom at 6:30 pm.
- April 25 – Grand rounds to be held at noon in the O'Keeffe Auditorium. Lunch will be served. "The Moon Balloon: A Journey of Hope and Discovery for Children and Families," will be the topic presented by Joan Drescher, artist-in-residence for MGHC. In addition, a spring party will be held on the inpatient units at 12:30 pm, hosted by Angels Above, and a special visit from Disney characters will be at 3:30 pm.
- April 26 – The Family-Centered Care Award ceremony will be held from 1:30 to 2:30 pm in the Ellison 17 playroom, followed by an ice cream party on Ellison 18.
- April 27 – The "Queen for a Day" celebration at 3 pm will allow young patients to be pampered with manicures and makeup, then dress up and model their queenly attire.
- April 28 – The Health Fair for Kids with this year's theme "You're Incredible" will be held from 9 am to 3 pm under the Bulfinch Tent. The fair will feature interactive booths related to health, safety and other topics.

Recognizing excellence: The Bowditch Prize

The two-member team of Theresa Gallivan, RN, associate chief nurse, and Hasan Bazari, MD, program director for the Department of Medicine Training Program, was named this year's recipient of the annual Nathaniel Bowditch Prize, along with co-winner G. William Dec, MD, chief of Cardiology. The prize, awarded in recognition of the significant contributions they each have made to improve quality of care while reducing costs, was presented last week at a luncheon honoring nominees. They received award certificates, lapel pins and checks for $5,000.

Gallivan and Hasan were recognized for their leadership of the Clinical Process Analysis Project. The goal of the project was to optimize hospital capacity while maintaining or enhancing quality outcomes for patients. As a result, the average length of stay for one unit was 1.2 days lower than during the same time the previous year, which translated into the equivalent of freeing 144 beds for use. Other outcomes included an increase in the percentage of discharge orders written before noon as well as a doubling of pre-noon discharges.



Warshaw congratulates Dec.

Dec was honored for his efforts in leading the successful development of the Congestive H[illegible] Failure Disease Ma[illegible]agement Program throughout the Partners system. The implementation of this program has led to a reduction of inpatient admissions at Partners acute care hospitals, an increase in margins and higher quality outcomes.

"The group had a very difficult time selecting a single individual," says Andrew L. Warshaw, MD, surgeon-in-chief, who chairs the Bowditch selection committee. "The competition was so tight that we decided to present the award to two of the nominees." Warshaw also thanked the anonymous donor who contributed an additional $5,000, enabling the full amount to be given to both recipients.

Peter L. Slavin, MD, president of the MGH; David Torchiana, MD, chair and CEO of the Massachusetts General Physicians Organization; and Edward Lawrence, chairman of the MGH Board of Trustees, also spoke at the event.

The Bowditch Prize was established by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch (1773-1838), a pi[illegible]er in celestial navigation. Bowditch's two sons were important figures in the h[illegible] of the MGH. Nathaniel Ingersoll Bowditch served for several years as a trustee, both as a chairman and vice president, and also wrote the first volume of the MGH's history. His brother, Henry, was a house officer at the MGH in 1832 and was a leader in the treatment of diseases of the chest. ●

Medication Reconciliation Program

To help reduce the risk of medication errors, the MGH will be launching an electronic medication reconciliation process April 25 that will help clinicians track medication lists for both outpatients and inpatients. Medication reconciliation includes obtaining a complete list of medications that a patient is currently taking – including name, dosage, frequency and route – and comparing the admission, transfer and discharge orders for medications to that original list.

To make this documentation process more efficient for all clinicians, a centralized, easily accessible electronic version of the medication list will be available in Provider Order Entry (POE) beginning April 25 and will be introduced to inpatient units in stages. Called the Pre-Admission Medication List (PAML), this list of all prescription, over-the-counter and herbal medications taken by patients at home must be completed by the admitting or treating physician within 24 hours of admission.

"Ideally, the PAML would be created before the initial medication orders are entered into the POE system for all but emergency or urgent clinical situations," says Christopher Coley, MD, of MGH Internal Medicine. "This would allow the Pharmacy staff to perform the direct reconciliation of the PAML list with the admissions orders, looking carefully for potential differences that might indicate a potential medication error and then alerting the clinician to any concern."

A recurring message in POE will remind clinicians if the PAML is not completed within 24 hours. The treating clinician should work with other members of the nursing and pharmacy team to resolve any medication uncertainties during this time, which might mean contacting outside pharmacies or extended care facilities or asking families to bring in medication bottles from home. After the PAML has been created, any member of the care team may enter additional medication information. The PAML will be reviewed, verified and reconciled at various key points in the patient's care, such as before transfers or discharge.

"Creation of the PAML is a descriptive process, not just writing medication orders," says Coley. "Nonphysician members of the clinical care team will play an important role in the development of the PAML, as new information about a patient's pre-admission medication history becomes available during the hospital stay."

For more information about the medication reconciliation initiative, contact Pat McCarthy at (617) 724-6771 or visit the Medication Education Safety & Approval Committee website at *intranet.massgeneral.org/mesac/.*

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MGH HOTLINE

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WHAT'S HAPPENING

EatWISE, Eat Smart nutrition workshop
MGH Senior HealthWISE, in collaboration with MGH Nutrition and Food Services, will host a six-week EatWISE, Eat Smart nutrition workshop beginning May 3. Classes will meet Wednesdays, from 2 to 3 pm at the West End Branch Library. Pre-registration is required. The workshop is free for seniors age 60 years and older. For more information or to register, call (617) 724-6756.

Wellman Center lecture series
The Wellman Center for Photomedicine will host "Enzyme-Activated Photodynamic Therapy" April 25, from 2:15 to 3:15 pm in the Thier Conference Room, with a coffee reception at 2 pm. Norbert Lange, PhD, of the School of Pharmaceutical Sciences EPGL at the University of Geneva in Switzerland, will present. To see a complete schedule of Wellman Center events, visit *www.massgeneral.org/wellman/calendar.asp.*

Eldercare discussion group
The Employee Assistance Program (EAP) will host its last eldercare discussion group April 25, from noon to 1 pm in the Doerr Conference Center, Room 10650 in the Yawkey Center for Outpatient Care. Janet T. Loughlin, LICSW, CEAP and Barbara Moscowitz, LICSW, will discuss making decisions about the next steps for care and strategies for helping older adults accept help. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

Chaplaincy grand rounds
MGH Chaplaincy will host a grand rounds video presentation of "Hospital Chaplaincy: A New Look" April 25, at 11 am in the Sweet Conference Room. The documentary features archival footage and interviews with historians, educators, chaplains and others about the development of professional chaplaincy during the past 100 years. It was created by Katrina Scott, MDiv, MGH chaplain. For more information, call (617) 726-2220.

Employee weekend parking
Employee access to the Fruit and Parkman Street garages for night and weekend parking now is available by MGH ID badge only. Access hours are Monday through Thursday, entrance not before 5:30 pm and exit not after 9:30 am and Friday, entrance not before 5:30 pm and exit not after Monday at 9:30 am. The Parkman Street garage is restricted to card access only Friday evenings through Monday mornings, and the Fruit Street garage is restricted to card access only Saturday mornings. Employees are not allowed to park in the Yawkey garage at any time. Parking for hospital-recognized holidays is permitted. For more information, call (617) 726-8886.

Genetics and genomics course
The MGH Clinical Research Program will host "Application of Genetics and Genomics for Clinical Investigators" May 4 and 5. The course is a combination of lectures and database tutorials, and students can select components based on their needs. Lectures are free. The cost for module one is $100, and the cost for modules two and three is $200. Registration is recommended for lectures and required for workshops. The registration deadline is April 24. To register, visit *hub.partners.org.* For more information, including times and locations, contact Lulie Ebaugh at (617) 724-2900 or *lebaugh@partners.org.*

Senior HealthWISE events
MGH Senior HealthWISE will host free anemia screenings April 24, from 1:30 to 2:30 pm at the West End Branch Library at 151 Cambridge St. and April 26, from 1:30 to 2:30 pm in the West End Civic Association Community Room at One Emerson Place. Screenings will be performed by Cheryl Wall, RN, BSN. The Senior HealthWISE lecture series also will host "Hearing Loss Basics" April 25, from 11 am to noon in the Walcott Conference Rooms. Ellen O'Neill, ScD, CCCA, will present. For more information, call (617) 724-6756.

Tracers: like treasure maps

The latest poster in the FYI poster series was distributed throughout the hospital this week to illustrate the new tracer method that the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) will use during the upcoming, unannounced survey. As part of this new method, JCAHO surveyors will select patients who have gone through a variety of services at the hospital and "trace" their journey through the process of care. To access and print copies of previous FYI papers or posters, visit the JCAHO website at *www.massgeneral.org/jcaho.*

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
165 Cambridge Street, Suite 600
Boston, MA 02114.

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April 28, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Barbie visits MGH patients

Young patients at MassGeneral Hospital for Children and their families received a surprise visit from a real-life version of Barbie April 19. Barbie was in town for her musical, *Barbie in Fairytopia,* when she took time to stop by MassGeneral Hospital for Children's Pediatric Group Practice on Yawkey 6 to read stories to the children. When story time was over, Barbie posed for photos with the children and signed autographs. ●

Hockey stars skate for United Way

Nearly 500 hockey fans filled the stands of the Stoneham Arena April 2 to cheer for Team MGH as they faced-off against the Black and Gold Legends – a team of former Boston Bruins hockey players – at the fourth annual celebrity hockey game benefiting the hospital's United Way campaign. Although Team MGH lost with a final score of 13 to 8, everyone involved still had reasons to celebrate: Team MGH scored more goals than ever, and more importantly, the event raised more than $21,000 to directly support a number of United Way programs.

During halftime, Milton J. Little, Jr., president and chief executive officer of the United Way of Massachusetts Bay, drew the names of raffle winners and presented their prizes – including Bruins and Red Sox tickets as well as autographed sports memorabilia. After the game, the festivities continued at a reception at the Montvale Plaza, which was attended by many Black and Gold Legends team members. ●

New neighbors: Emerson Place construction project progresses

For passersby walking along Blossom Street in front of the MGH Gray and Jackson buildings, the large construction project at Emerson Place has become a curious display. Construction crews are hard at work building two 12-story residential towers, one 16-story residential tower, three townhouses and three stories of an underground parking garage as part of a comprehensive development project managed by a company called Equity Residential.

While the construction project began in January with the demolition of existing structures, the project now is entering a new phase that will be even more noticeable for the MGH community. During the next couple of weeks, the construction crews will begin blasting procedures to remove rock ledges to make way for the underground garage. The MGH has been working closely with

(Continued on page 2)

ADVANCES

Blocking key protein reduces inflammatory markers in metabolic syndrome

MGH researchers have shown that blocking the action of a critical protein can improve multiple inflammatory pathways in patients with metabolic syndrome – a cluster of symptoms associated with increased risk of cardiovascular disease and type 2 diabetes. "This proof of principle sheds light on the physiology of inflammation and its relation to cardiac risk in obese patients," says Steven Grinspoon, MD, of the MGH Program in Nutritional Metabolism and Neuroendocrine Unit and the report's senior author.

Metabolic syndrome is a group of symptoms that includes abdominal obesity, high triglycerides and LDL ("bad") cholesterol along with low HDL ("good") cholesterol, insulin resistance and abnormal levels of several inflammatory proteins.

Estimated to affect more than 50 million Americans currently, metabolic syndrome increases the risk of heart attack, stroke and other cardiovascular disorders, as well as type 2 diabetes. While there are many questions about the mechanism behind metabolic syndrome, current evidence suggests that inflammatory proteins released by abdominal fat may be an underlying cause.

The current study, published in the April 24 issue of *Archives of Internal Medicine,* examined whether the drug etanercept (Enbrel) might reduce the inflammatory effects of metabolic syndrome. Etanercept blocks the action of tumor necrosis factor (TNF), an inflammatory protein released by fat cells and known to increase insulin resistance. The researchers enrolled 56 patients who met standard criteria for metabolic syndrome. Half of them received weekly injections of etanercept and half received a placebo during the four-week study period. At the end of the study the levels of several key inflammatory markers were significantly lower in participants who received etanercept, and levels of a factor that reflects reduced inflammation had increased, also suggesting lower cardiovascular risk.

"It has been speculated that blocking TNF could reduce systemic inflammation in abdominally obese people, and we are very excited that giving this drug had such a dramatic effect on these major markers," Grinspoon says. The study's co-authors are first author Elizabeth Bernstein, MD, Jacqueline Berry, Sunnie Kim and Bridget Canavan – all of the MGH. ●

— *Emerson Place construction project progresses*

(*Continued from page 1)*

the general contractor and environmental consultants hired by Equity Residential to ensure a safe environment is maintained during the entire project and particularly during the blasting phase of construction.

"Equity Residential and its contractors reached out to us from the very beginning to make sure the MGH property that abuts this construction project remains safe, and hospital operations continue uninterrupted," says George MacNeil, administrative assets manager for MGH Buildings and Grounds. "They've put monitoring equipment and sensors in key areas such as the Operating Rooms and Radiation Oncology to make sure the construction doesn't result in disruptive vibrations that could interfere with procedures or sensitive equipment. We've been very pleased with the collaborative spirit of this project with our new neighbors."

An artist's rendering of one of the new residential towers

The blasting activity that will commence soon is highly regulated by the Boston Police and Fire departments as well as the City of Boston. The blasting is engineered and controlled with safety measures taken throughout the process to ensure minimal disruption to the areas surrounding the construction. Staff members from Buildings and Grounds, the MGH Environmental Health and Safety Office and MGH Police and Security have convened a network of staff from various departments to monitor any effects of the blasting and quickly notify the construction contractor of any problems.

The blasting phase of the project – which will last for three months – will begin with test blasts that will be completed during the first two or three days of activity. Audible pre- and post-blast alerts are required for each test and actual blasting event. These alerts will consist of three loud, short air-horn bursts five minutes before the blast, two air-horn bursts one minute before the blast and one air-horn burst at completion. The tentative plan is to have a blasting session in the morning and another in the afternoon.

In addition, MGH staff have been working with the contractors to ensure traffic is properly controlled during construction; parking is still accessible and safe; deliveries to the hospital are made without obstruction; dirt and debris are controlled properly; and The Clubs at Charles River Park remain open and accessible.

For more information or for questions about the construction project, contact George MacNeil at (617) 726-2411 or Bob Castaldo, director of the MGH Environmental Health and Safety Office, at (617) 726-2425. ●

MGH HOTLINE

MGHers collaborate to build awareness about sexual assault prevention

MGH staff at the information table

In recognition of April as national Sexual Assault Awareness and Prevention Month, the MGH Employee Assistance Program (EAP), MGH Police and Security, the Emergency Department's Sexual Assault Program, MGH Men Against Abuse and the Hospitals Helping Abuse and Violence End Now (HAVEN) program joined together to sponsor an information table about sexual violence prevention April 6 in the Main Corridor. The display featured information about a variety of topics – including healthy relationships, warning signs of abuse and MGH resources available to help victims of sexual assault and abuse.

"Everyone who stopped by our table seemed grateful that we were distributing this type of information," says Corinne Castro of MGH Social Services. "For instance, one mother said, 'I have been looking for information about sexual assault prevention that I could give to my daughter.'"

For more information about sexual assault prevention programs at the MGH, contact the MGH Emergency Department Sexual Assault Program at (617) 724-4129. ●

Clean hands, healthy patients, happy employees

The final results for hand hygiene compliance in the fourth quarter of 2005 have been tallied, and special congratulations go to two groups of MGHers – physical and occupational therapists (PTs and OTs) and unit service associates (USAs) – for reaching a major hand hygiene milestone by attaining the highest-ever hand hygiene compliance rates before and after after contact with the patient or patient's environment. The PTs and OTs achieved a rate of 93 percent before and 97 percent after contact . USAs achieved compliance rates of 80 percent before and 83 percent after contact . In honor of their dedication to keeping patients healthy through proper hand hygiene, both groups were rewarded with special celebrations – the USAs had two pizza parties March 18 and March 24, while the PTs and OTs enjoyed an ice cream party April 18.

The rewards program is designed to encourage the use of CalStat – an alcohol-based hand disinfectant – before and after contact with patients or their environment to help reduce the rate of hospital-acquired infections and improve patient care. It is sponsored by the STOP – Stop Transmission of Pathogens – Task Force.

"This is a great way to acknowledge the USAs and the physical and occupational therapists for all of their hard work," says Rosemary O'Malley, RN, of the STOP Task Force. "When employees and staff practice good hand hygiene, the real winners are our patients."

For more information about the hospital's hand hygiene program, call the MGH Infection Control Unit at (617) 726-2036.

The staff at the PT and OT ice cream party

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MGH HOTLINE

WHAT'S HAPPENING

Employee smoking cessation group
MGH Human Resources, in cooperation with the MGH Quit Smoking Service and MGH Community Health Associates, is offering a smoking cessation group for MGH employees. The group will meet Wednesdays, May 10, 17, 24, 31, June 7, 14, 21 and 28, from noon to 12:45 pm at the MGH Chelsea HealthCare Center. For more information or to register, call (781) 485-6210.

Social Services career fair
MGH Social Services will host a career fair May 3, from 4:30 to 7:30 pm in the Walcott Conference Rooms. On-site interviews will be available, and participants can receive free parking at the Fruit Street and Parkman Street garages. For more information about available opportunities, visit *www.mghcareers.org.*

Senior HealthWISE events
MGH Senior HealthWISE will host free hypertension screenings and discussion about hypertension self-management May 1, from 1:30 to 2:30 pm at the Hill House, 127 Mount Vernon St., Boston. It will be led by Cheryl Wall, RN, BSN. Senior HealthWISE also will host a six-week nutrition workshop on Wednesdays, beginning May 3, from 2 to 3 pm at the West End Public Library. Preregistration is required. Both events are free for seniors age 60 years and older. For more information or to register for the workshop, call (617) 724-6756.

IRB series
The Human Research Committee Institutional Review Board (IRB) and the MGH Clinical Research Program are sponsoring "Issues in the Protection of Human Subjects Series: Misbehavior, Misconduct, Misdemeanors, Deliquency and Just Plain Stupidity!" May 18, from 4 to 5:30 pm in the Simches Research Center, Room 3110. The lecture qualifies for physician AMA category 1 credit and 1.8 contact hours of nursing continuing education credit. To register, visit *hub.partners.org.* For more information, call (617) 726-1669 or contact Lauren Michaels at *lmichaels@partners.org.*

Partners in Excellence Awards online nominations
Online nominations now are being accepted for the Partners in Excellence (PIE) Awards. To nominate an individual or team, visit *pulse.partners.org/pie/instructions.asp.* Nominations can be made in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. The PIE awards ceremonies will be held in December and January 2007. For more information about the PIE awards, visit *pulse.partners.org/about/pie_about.htm.*

Support Service Employees Grant applications
Applications now are being accepted for the MGH Support Service Employees Grant Scholarship. The grant is open to nonexempt employees working in clinical, technical, service and clerical positions. To qualify for the grant, employees must have at least two years of service. For a complete list of eligibility criteria or to download an application, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm.* Applications also can be obtained at the Human Resources offices on White 14, at 75 Blossom Court and CNY 149, seventh floor. The application deadline is June 9. For more information, call (617) 726-2230.

Medication reconciliation information
Information about the hospitalwide Medication Reconciliation program will be available at a table display May 1 to 5 in the Main Corridor, from 10 am to 6 pm. Brochures and medication lists for patients will be available as well as information about the electronic Pre-Admission Medication List (PAML) in Provider Order Entry will be available for MGH staff. For more information, contact Pat Murphy at (617) 724-6771.

IN GENERAL

J. Andrew Billings, MD, director of the MGH Palliative Care Service, was recognized by the American Academy of Hospice and Palliative Medicine (AAHPM) with the first-ever AAHPM Project on Death in America Palliative Medicine Leadership Award. The award recognizes physician-leaders who have advanced the palliative care field by mentoring future leaders and serving as role models to improve the care of patients facing life-threatening or terminal illnesses. Billings shares the award with his wife, Susan D. Block, MD, of Brigham and Women's Hospital and the Dana-Farber Cancer Institute.

Diane Carroll, RN, PhD, of White 8, has been named the recipient of the Massachusetts Association of Registered Nurses (MARN) Research Award. MARN is dedicated to fostering the continued development of professional nurses and high standards of nursing.

Sheila Davis, RN, of the MGH Infectious Disease Division, and **Sara Dolan, RN,** of the MGH Program in Nutritional Metabolism received the Sr. Jeannette Normandin Award from Cambridge Cares About AIDS, an organization dedicated to providing HIV/AIDS outreach and quality care and services to people living with HIV/AIDS. The award recognizes individuals who offer compassionate and empowering care for people living with HIV/AIDS.

Jason Hall, MD, of the MGH Department of Surgery, was elected a member of the inaugural class of leadership fellows for the first Annual Society of Black Academic Surgeons (SBAS) leadership forum. The forum was held April 8 and focused on leadership development, mentorship and developing critical skills for academic success.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433; Therese O'Neill, staff writer, at (617) 724-2753; by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office, 165 Cambridge Street, Suite 600 Boston, MA 02114.

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May 5, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Royal treatment

Young patients at MassGeneral Hospital for Children (MGHC) were treated like royalty April 27 as they received a visit from members of Queen for a Day – a national, nonprofit organization designed to raise the self esteem and self confidence of children coping with cancer and other serious illnesses. Girls were pampered with manicures, make-up and dress up sessions, while each boy received a fireman's hat and a banner proclaiming him a "hero." The day also included a visit from Miss Massachusetts Kristen Gauvin, who bestowed tiaras on the young princesses and provided expert advice as each child rehearsed a spontaneously made itinerary.

For more information about other Children and HealthCare Week activities, see page 2.

Miss Massachusetts and a young princess

Pictured

The Pamela J. Ellis Award: A tribute to excellence

According to one colleague, Marie Doland, secretary to Paul Shellito, MD, of the MGH Department of Surgery, is "a combination of intelligence, productivity and compassion," while a patient called her, quite simply, "the perfect secretary." With accolades such as these to her credit – just a few of the many she received – Doland was chosen as the recipient of the 2006 Pamela J. Ellis Memorial Secretarial Award. She was presented with the award at the annual Administrative/Secretarial Support Staff Day luncheon, held April 26 under the Bulfinch Tent.

From left, Peter L. Slavin, MD, flows with last year's winner Reina Gallardo, George Baker, MD, Doland and Jeff Davis

The award, which is given annually to an MGH support staff member in recognition of National Administrative Professionals' Day, was named in honor of Pamela J. Ellis, an executive secretary at the MGH who died in October 1996 at the age of 31. The $1,000 award was established in 1997 to honor employees who exhibit the same dedication, strong work ethic and commitment to excellence demonstrated by Ellis. The award carries special significance for Doland, as one of her first assignments at the MGH was filling in for Ellis while she received cancer treatments.

"This award is so meaningful to me," said Doland upon accepting her award. "I never had the opportunity to meet Pam, but I certainly know how much she was loved."

A total of 52 other individuals from throughout the hospital were nominated this year. The names of all nominees will be included on a framed honor roll, which will be displayed along with the Pamela J. Ellis plaque on the Employee Wall of Recognition across from the MGH Gift Shop on Ellison 1. ●

Celebrating children and why they're incredible

School children from Boston, Lowell, Quincy and other towns participated in some incredible activities as they gathered under the Bulfinch Tent April 28 for a day of fun and learning during MassGeneral Hospital for Children's (MGHC) annual Children's Health Fair. "You're Incredible" was the theme of this year's fair as more than 2,200 children streamed through the tents to enjoy learning activities at interactive booths and displays, featuring topics such as how the heart works, tips to keep hands clean, arts and crafts, and the importance of donating blood. Radio Disney also hosted a tent with DJ K-9 entertaining the kids and leading them in dance routines. New England Patriots player Stephen Neal made a special guest appearance, posing for photographs with Pats the Bear and young Pats fans. The fair was just one of several highlights of the 10th anniversary celebration of Children and HealthCare Week. Other events included the Family-Centered Care Awards, the annual Queen for a Day event (see story on page 11), pediatric grand rounds and an ice cream party.

School children learn about the brain (above) and surgical techniques (below) at the Children's Health Fair.

Exercise, the helipad and a Patriot: Take Our Children to Work Day highlights

Bob Gallagher of MGH Buildings and Grounds has a young daughter, Stacey, who couldn't wait for her birthday this year so she would finally be old enough to come to the MGH with her dad for Take Our Children to Work Day. Stacey was one of 360 children who had the opportunity to see firsthand what it is like to work at a major teaching hospital at the daylong event April 28, sponsored by MGH Human Resources (HR).

The kids embarked on tours of the hospital that took them back in time to discover the history of the MGH and included a trip to the helipad on Ellison 16 and a visit to MGH Police and Security's dispatch center. They also participated in activities such as a presentation about Internet safety by a member of MGH Police and Security, exercise sessions led by Be Fit trainers from The Clubs at Charles River Park and tours of the Children's Health Fair under the Bulfinch Tent. In the late afternoon, they viewed the Partners-produced movie *Wired to Win: Surviving the Tour de France*, which showcases the workings of the human brain. MGH neuropathologist Matthew Frosch, MD, who advised the filmmaking team, introduced the film and answered questions.

The highlight of the day was a surprise visit from New England Patriots offensive linebacker Stephen Neal who posed for pictures and signed autographs for kids participating in both Take Our Children to Work Day and the Children's Health Fair *(shown above)*. After the action-packed day, the kids took home MGH book bags, t-shirts and other fun giveaways.

MGH HOTLINE

A legacy lives on: MGH honors beloved nurse with named unit and award

For more than three decades, Jean M. Nardini, RN, was the face of hemodialysis at the MGH. As the nurse manager of the Hemodialysis Unit on Bigelow 10, she devoted her life to caring and advocating for patients and families, educating others about the field and its practice and serving the staff on her floor as a coach, role model, mentor and most importantly, as a friend. Tragically, Nardini lost a long and hard-fought battle with cancer in May 2005, but now, one year later, her legacy still is alive throughout the MGH. In a standing-room only ceremony held April 28 in the Thier Conference Room, Peter L. Slavin, MD, president of the MGH, formally dedicated the Bigelow 10 unit as the Jean M. Nardini, RN, Hemodialysis Unit – the first time an MGH patient care unit has been named for a staff nurse.

Dedication participants pose with a picture of the Bigelow 10 entrance, which displays Nardini's name over the door.

"This is a momentous day for nursing," said Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse. "We are here to honor Jean's legacy of outstanding leadership, clinical excellence, collaborative practice, compassion and advocacy."

During the ceremony, Nardini's family, friends and colleagues reflected on the indelible mark she made both at the MGH and beyond. "Jean was a force of nature," said Nina Tolkoff-Rubin, MD, medical director for the MGH Renal Transplant Program, remembering Nardini's take-charge attitude. "She never lost her love of working in the trenches and getting her hands dirty." Theresa Gallivan, RN, associate chief nurse, echoed those sentiments. "I first knew Jean while I worked as a nurse in the Surgical Intensive Care Unit," she said. "I recall being in awe of her confidence and expertise. No matter the situation, Jean's presence conveyed a sense that all would be well."

Also at the ceremony, Nyla Shellito, RN, of the Hemodialysis Unit and a 34-year veteran of the MGH, was presented with the Jean M. Nardini, RN, Nurse of Distinction Award. The award – established last year and first presented to Nardini shortly before her death – honors a clinical staff nurse who consistently demonstrates excellence in clinical practice, leadership and a strong commitment to the profession of nursing.

"Jean was my nurse manager, mentor, sister and friend," said Shellito. "Our shared values for family, friendship and nursing gave us the foundation to build a relationship that strengthened year after year. As part of her legacy, I hope I will be here for my colleagues, personally and professionally, as Jean was always there for me." ●

Hand hygiene "Champions of Champions" recognized

Providing the best possible patient care is a top priority at the MGH, and making sure employees and staff practice proper hand hygiene is an important part of meeting that goal. While MGHers throughout the hospital have made the commitment to protecting patients by using proper hand hygiene techniques, three employees recently were recognized for their extraordinary dedication to promoting such practices. Emeline Isaacs, a unit service associate on Ellison 14, Kristine Cole, RN, of Bigelow 14, and second time winner Teresa Hartman, RN, of the Yawkey 8 Cancer Center Outpatient Infusion Unit, were honored as "Champions of Champions" at a special luncheon held April 12 in the Trustees Room. Hand hygiene champions are MGH staff members who use creative and clever techniques to remind colleagues to use Gel Star – an alcohol based hand disinfectant – before and after contact with a patient or a patient's environment. Champions also find special ways to reward employees who are seen practicing good hand hygiene.

Attendees at the luncheon also received an update about the progress of the MGH's comprehensive hand hygiene program. Since the hospitalwide rollout in 2004, the hospital's hand hygiene compliance rate has increased for both before and after contact, while hospital-acquired infection rates have decreased.

For more information about the hospital's hand hygiene program, call the MGH Infection Control Unit at (617) 726-2030.

From left, associate chief nurse Jackie Somerville, RN, with Cole and David Harper, MD, chief of the Infection Control Unit.

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MGH HOTLINE

Nicholas T. Zervas, MD, Lectureship

The seventh annual Nicholas T. Zervas, MD, Lectureship, "Sleep Loss: A Risk Factor for Obesity and Diabetes," will be held May 16, at noon in the Ether Dome. Eve Van Cauter, PhD, of the University of Chicago, will present. For more information, call Ivy Babbitt at (617) 726-3870.

Women's health event

The MGH Community Health Centers will host "Celebrating Women: Living a Vibrant Healthy Life" May 11, from 5 to 9 pm at CNY 149. The community event is designed to promote healthy lifestyles among women. Mallika Marshall, MD, of the MGH Chelsea HealthCare Center and a medical reporter with CBS4, will serve as moderator, and Stephanie Marston, author of *Chicken Soup's Life Lessons for Women,* will be the guest speaker. Admission is free. For more information, visit *www.massgeneral.org/womenshealthnight.*

Menopause and your health

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" May 17, from 6 to 8:30 pm at MassGeneral West, Waltham. The program is designed to help women better understand the facts about menopause and current treatment options. Registration is $25, and scholarships are available. For more information, contact Mary Ellen Heike, RN, at (617) 724-8044 or *mheike@partners.org.*

Partners team for Boston AIDS Walk

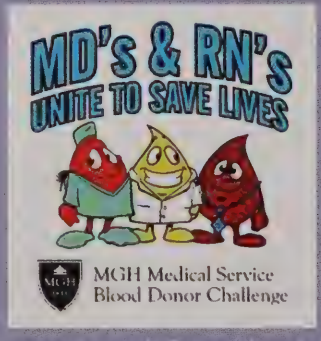
All Partners employees are invited to join the Partners AIDS Research Center team at the annual Boston AIDS Walk June 4. To register, contact Ellen Kornell at (617) 726-8166 or *ekornell@partners.org,* or visit *www.aidswalkboston.org,* and choose to participate under the "Partners AIDS Research Center Team."

Senior HealthWISE events

The MGH Senior HealthWISE lecture series will host "Cons and Fraud" May 9, from 11 am to noon in the Walcott Conference Rooms. John Driscoll, assistant director of MGH Police and Security, will present topics including common scams targeted at the senior population and how best to avoid them. The Senior HealthWISE film series will host a screening of "Good Night, and Good Luck" May 11, from 1 to 3:30 pm in the Haber Conference Room. Registration is required. For more information or to register for the film screening, call (617) 724-6756.

A friendly competition

Throughout the month of May, the Department of Medicine will be holding a competition to see which group of its caregivers can donate more units of blood – the medical staff or the nurses. The friendly competition is an expansion of the department's 2005 blood donation challenge, which pitted resident classes – intern, junior and senior – against one another and house teaching staff to donate the largest quantity of blood or platelets. Last year's drive yielded some 90 donors; this year's goal is 200.



Senior resident Allan Moore, MD, is leading the physician team, which includes all resident and attending staff. Susan Monath, RN, heads up the nursing team, comprising nurses from all the Medical Service areas. Moore says the challenge is a great opportunity to encourage teamwork among caregivers while benefiting the hospital and its patients. "We really were thrilled with the outcome of the 2005 challenge," he says. "Every unit of blood donated makes a difference." Moore organized last year's challenge and participated as a member of the winning team of junior residents.

May is a month in which blood donor centers typically experience a decline in donations as people become involved in summer activities. Christopher Stowell, MD, PhD, co-director of the MGH Blood Transfusion Service, says the Department of Medicine's drive is a great help to the service's efforts to manage its lower inventory.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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May 12, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Nurse Recognition Week: MGH nurses are "simply the best"

From left, Commander Linda Nash, RN, senior nurse for the USNS Comfort; Karen Holland, RN, staff nurse of the MGH Emergency Department and nurse manager aboard the Comfort during Gulf Coast relief efforts; Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse; and Rear Admiral Christine Bruzek-Kohler, director of the Navy Nurse Corps

During the past week, the MGH has recognized the many accomplishments of the hospital's extraordinary nursing staff with special events, seminars, panel discussions, receptions and celebrations. MGH Nurse Recognition Week was launched with a special salute to nurses aboard the *USNS Comfort* Navy hospital ship May 7. The special nautical event recognized the MGH nurses and others who had volunteered aboard the *Comfort* and her sister ship, the *USNS Mercy*, through Project HOPE. They provided aid to victims of the tsunami that devastated Southeast Asia and hurricanes Katrina and Rita that ravaged the US Gulf Coast. A formal cake-cutting ceremony highlighted the event that also marked the 98th birthday of the Navy Nurse Corps.

For more details about MGH Nurse Recognition Week, see next week's *Hotline*.

All hands on deck: MGHers celebrate

The atmosphere on the *USNS Comfort*, a US Navy hospital ship, was charged with anticipation and excitement May 6 and 7 as hundreds boarded the ship for two special celebrations. On May 6, Navy personnel, MGHers and members of Project HOPE – an organization dedicated in part to providing relief and humanitarian assistance in areas of need – gathered to honor the collaboration that enabled more than 100 MGH physicians, nurses, social workers and other employees to deliver care and comfort to victims of the tsunami in Southeast Asia in December 2004 and hurricanes Katrina and Rita along the Gulf Coast in the fall of 2005.

The evening began with tours of the ship, followed by a ceremony on the helicopter pad, where John Howe, MD, president and chief executive officer of Project HOPE, and Peter L. Slavin, MD, president of the MGH, presented gifts to the ship – a Project HOPE flag, a Boston Red Sox jersey signed by team members and a plaque.

"This day is a special opportunity for the MGH staff who volunteered with the Project HOPE mission to revisit the place where they made some of their finest contributions as health care professionals," said Slavin. "It also gives them the chance to share with their families the experience they had while they were away from their homes."

The following day, members of the MGH Department of Nursing boarded the ship to launch the beginning of Nurse Recognition Week with a formal cake-cutting ceremony (*see story above*).

Cardiac care in the community

The MGH recently announced a partnership with Somerville Hospital, Cambridge Health Alliance and Cataldo Ambulance Service to enhance the quality of the cardiac care provided to residents of Somerville and the surrounding area. The Somerville Cardiac Initiative has two main components: an Ambulance Electrocardiogram (ECG) Telemetry Project and a staff training and physician education program.

Emergency medical personnel who arrive on a scene to treat a patient with cardiac symptoms often need to decide quickly whether the patient needs acute interventional care or if he or she can be appropriately treated in a community setting such as Somerville Hospital. With the telemetry project, Cataldo staff can transmit information about a patient's history, physical signs and ECG results from the field directly to the MGH to get real-time advice on the best treatment for the patient, which could include a direct admission into the MGH's cardiac catheterization laboratory if necessary.

"The ambulance telemetry project is an example of how Somerville Hospital has made good use of technology to bring the best of heart care to Somerville," says G. William Dec, Jr., MD, chief of MGH Cardiology.

Dec adds, "Working with the physicians and nurses of Somerville Hospital is a 'win-win' for both hospitals because it fosters our common goal of promoting the delivery of the highest quality medical care in the community," he says. "I and other senior members of the MGH Cardiology Division make regular teaching rounds on the medical unit; present the most recent advances in cardiac care at grand rounds and work side by side with the Somerville medical staff on projects focused on particularly challenging medical management issues related to improving the quality of care."

Rubash, second from right, with colleagues receives the OREF Clinical Research Award

MGH Orthopædics honored with prestigious awards

Many MGH clinicians and researchers are members of national and international organizations that represent their chosen field of expertise, and often travel to annual meetings to represent the hospital. During one such meeting recently, members of MGH Orthopædics were honored by their peers from around the world with two prestigious awards, a recognition of their outstanding work in the field.

During the annual meeting of the American Academy of Orthopædic Surgeons (AAOS) held recently in Chicago, Harry E. Rubash, MD, chief of Orthopædic Surgery at the MGH, was presented with the Orthopædic Research and Education Foundation's (OREF) Clinical Research Award – along with former MGH colleagues Kevin Bozic, MD, of the University of California, San Francisco, and Dan Berry, MD, of the Mayo Clinic – for their paper "Using Clinical and Economic Outcome Data to Influence Health Policy in the United States: The Case of Total Joint Replacement."

The AAOS annual meeting is the world's largest meeting of orthopædic surgeons and allied health professionals with the latest information on orthopædic treatments, advances and research, as well as socioecomomic issues and trends in orthopaedics. The OREF is the only independent, surgeon-driven organization supporting research in the musculoskeletal area. The Clinical Research Award is given to recognize excellence in orthopædic clinical research.

"It is always wonderful to attend these meetings to represent our department and the institution among orthopædic surgeons and researchers from around the world," says Rubash. "Receiving this award was truly a once-in-a-lifetime honor for us and the MGH. It was the first time the department received this particular award, and we are very proud of this accomplishment."

The paper detailed a multi-center study that analyzed differences in patient characteristics in resource utilization between primary and revision total joint arthroplasty procedures. Significant differences were found, which had important implications regarding the classification, coding and reimbursement for these procedures. Hospital reimbursement is the same for all of these procedures regardless of the differences, which often result in significant hospital financial losses. In 2004, the research team presented their findings to the Center for Medicare and Medicaid Services, which resulted in a dramatic change in policy to revise the diagnosis and procedure codes for reimbursement of these procedures.

In addition to the Clinical Research Award, a research team from the MGH's Harris-Orthopædic Biomechanics and Biomaterials Lab was presented an award for the best poster presentation, chosen from 650 posters displayed at the annual meeting. Titled "A Minimum Five-Year Follow-up of Highly Cross-linked Polyethylene Liners in Total Hip Replacement," the poster was co-authored by Jeffery Geller, MD; Charles Bragdon, PhD; Meridith Greene; Murali Jasty, MD; Dennis Burke; Harry Rubash, MD; Andrew Freiberg, MD; William Harris, MD; and Henrik Malchau, MD. The poster detailed a five-year study that evaluated the durability of polyethylene hip replacements in 77 patients. This is the first five-year study to document the remarkably low wear rate of the polyethylene replacement, developed at the MGH. ●

MGH HOTLINE

MGH honors cardiologist DeSanctis with portrait

Friends, family and colleagues of Roman DeSanctis, MD, gathered to honor the longtime MGH cardiologist at a portrait unveiling May 2 in the Yawkey Center's Satter Conference room. The painting – commissioned by former MGH General Director and Glaxo Inc. chairman Charles Sanders, MD – is only the second portrait of an MGH cardiologist to be commissioned since the division was founded in 1914.

Austen, right, with DeSanctis and his portrait

With personal stories and professional plaudits, several MGH leaders spoke about DeSanctis' distinguished career. G. William Dec, MD, chief of Cardiology, praised DeSanctis as the "preeminent academic cardiologist" in the United States and noted that it was fitting that his portrait would follow that of Paul Dudley White, MD, the first chief of the MGH Cardiac Division, renowned as the "father of cardiology."

Surgeon-in-Chief emeritus and former Massachusetts General Physicians Organization chief executive officer Gerald Austen, MD, recalled a friendship that began at Harvard Medical School, drawing laughs from the crowded conference room with an account of how he came to be DeSanctis' godfather at the age of 25. In his remarks, Sanders described DeSanctis' unfailing medical excellence and generosity, whether caring for a famous patient's complex cardiac disease or a Boston neighbor's painful toe.

DeSanctis' portrait was painted by John Ennison, and will be installed on the eighth floor of the Bigelow Building, near Dec's office and on the same wall as the portrait of White. The location also is outside the entrance to the Cardiac Fellows Office – a fitting tribute to a physician who has played an integral role in teaching and training the MGH's cardiologists for the last half-century.

"I am extremely honored by this gift," DeSanctis said of the portrait. "It has been a privilege to take part in the extraordinary advances in cardiology that have taken place at the MGH in the past 50 years, and it means a great deal to me to be recognized in this way." ●

MGH Charlestown helps keep kids safe

Because keeping kids safe often can be a challenging job for even the most careful of parents, the MGH Charlestown HealthCare Center hosted a "Child Safety Fair" April 29 to educate the community about children's safety and injury prevention issues. Free bike helmets were available for the kids, and certified technicians performed child car seat checks, inspecting them for proper installation. MGHers and other volunteers gave presentations about a number of safety topics – including head injury and smoking prevention, family planning for a disaster, home safety and literacy promotion. Health center staff also provided additional information about sun safety, substance abuse and violence prevention. Face painting, safety contests and prizes rounded out the fun activities of the day.

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What's Happening

EAP seminar

The MGH Employee Assistance Program (EAP) is hosting "Words Can Work: Helping Kids Make Healthy Choices" May 18, from noon to 1 pm in the Thier Conference Room. Jeanne Blake, former CBS4 news anchor, and Paula Rauch, MD, an MGH child psychiatrist, will present. For more information, call (617) 726-6976.

CNY blood drive

Employees located at CNY are invited to participate in a blood drive May 17, from 8:30 am to 2 pm. The MGH Bloodmobile will be located in front of Building 149. For more information or to make an appointment, contact AnnMarie Cloonan at (617) 724-8902.

Senior HealthWISE events

MGH Senior HealthWISE will host a group discussion "Advance Directives: How, What, Where, When, Why?" May 15, from 1:30 to 2:30 pm at the Hill House, 127 Mount Vernon St., Boston. Barbara Moscowitz, MSW, will serve as facilitator. Senior HealthWISE also will host a "Spring Into Fitness" exercise session May 17, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served, and registration is required. For more information or to register for the exercise session, call (617) 724-6756.

Wellman Center lecture series

The Wellman Center for Photomedicine lecture series will host "Diffuse Optical Measurements of Tissue Blood Flow and Oxygenation During Photodynamic Therapy" May 16, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will be held at 2 pm. For a complete schedule of Wellman Center events, visit *www.massgeneral.org/wellman/calendar.asp.*

Clinical Research Day

The annual MGH Clinical Research Day will be held May 25. Robert Califf, MD, vice chancellor for Clinical Research at Duke University Medical Center, will give the keynote address at 8 am in the O'Keeffe Auditorium. A poster session and Investigator Resource Fair will begin at 10 am in the Bulfinch Tent, and a panel discussion about careers in clinical research will take place at 11:30 am in the O'Keeffe Auditorium. The Community Education Fair will be held from 8:30 am to 1 pm in the Main Corridor. For information about the events, contact Gina Gillis at (617) 726-5500 or *ggillis@partners.org* or visit *crnet.mgh.harvard.edu.*

Ricardo Diaz Award nominations

Nominations now are being accepted for the Ricardo Diaz Memorial Award. MGH employees who work in nonsupervisory, clerical/secretarial, technologist and professional roles in the following departments are eligible for the award: Buildings and Grounds, Environmental Services, Materials Management, Nutrition and Food Services, Police and Security. Forms can be found at *is.partners.org/hr/New_Web/mgh/MGH_Ricardo_Diaz.htm* or at Gray sub-basement 017, Clinics 081, Blake 017, Clinics 044 and the Materials Management Office in the Gray basement. Nominations are due by May 26 at 3 pm and can be dropped off at Clinics 117 or e-mailed to *mghhrevents@partners.org.*

Family memberships at The Clubs

The Clubs at Charles River Park is offering MGH employees summer family memberships. One full privilege membership and two teen, youth or child memberships will be offered for $695, and an additional teen, youth or child can be added for $120. An individual MGH employee summer membership is $350. For more information, call (617) 726-2900.

In General

Susan Briggs, MD, of MGH Surgery and director of the International Medical Surgical Response Team (IMSuRT), provided the keynote address at the American Trauma Society Pennsylvania Division's conference awards ceremony March 20. Following her presentation, "The Impact of Hurricane Katrina: Lessons Learned," Briggs was presented with the John M. Jr. and Josephine J. Templeton Award.

Brian French, RN, professional development coordinator for the MGH Knight Nursing Center for Clinical and Professional Development, recently was selected as the recipient of the 2006 Excellence in the Role of Professional Development Facilitator, Change Agent and Consultant Award by the National Nursing Staff Development Organization.

Theresa McLoud, MD, of MGH Radiology, is serving as chair of the Board of Directors of the Radiological Society of North America (RSNA). The RSNA is one of the primary scientific and educational societies in the field of radiology.

Charles McCabe, MD, of MGH Emergency Services, has been selected the recipient of the 2006 Harvard Medical School Special Faculty Prize for Sustained Excellence in Teaching. He will be presented with the award at a gala event to be held May 23.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Commitment, excellence celebrated during MGH Nurse Recognition Week

Not only does the annual Nurse Recognition Week, held this year May 7 to 12, give MGH nurses an opportunity to reflect upon their accomplishments, but it also gives the entire MGH community a chance to honor these clinicians and the impact they have on the lives of patients and families every day.

The week began with two breakfast celebrations for staff nurses held May 7 and 8, providing an opportunity to network and celebrate with one another. The week's first educational session May 8 focused on how effective communication can help improve patient safety and was presented by Suzanne Graham, RN, PhD, director of Patient Safety for Kaiser Permanente. The next morning, MGHers were invited to the panel presentation "The Making of 'The Making of an ICU Nurse,'" in which reporter Scott Allen and photographer Michele McDonald described their intense seven-month journey following MGH nurses Michelle "MJ" Pender, RN, and Julia Zelixon, RN, that was chronicled as a four-part *Boston Globe* series. Later that day, the O'Keeffe Auditorium was filled to capacity as Joyce Clifford, RN, PhD, FAAN, discussed clinical nursing practice and the importance of creating an environment that supports care delivery and promotes the nurse-patient relationship.

An integral component of nursing practice – research – was the focus of MGH Nursing Research Day May 10 as scientific posters were displayed throughout the hospital and several presentations were given about research studies conducted by MGH nurses. The 12th annual Yvonne L. Munn Nursing Research Lecture, "The Nurse Scientist: Blazing New Trails in Health Promotion," was presented by Loretta Sweet Jemmott, RN, PhD, co-director of the Center for Health Disparities Research at the University of Pennsylvania School of Nursing. The 2006 Yvonne L. Munn Nursing Research Award was presented to Kelly Trecartin, RN, and Nicole Spano-Niedereirer, RN, both staff nurses in the MGH Cardiac Catheterization Lab; and the Yvonne Munn postdoctoral fellowship was presented to Lynda Tyer-Viola, RN, PhD, a clinical nurse specialist in Obstetrics.

Ives Erickson, left, with the Yvonne Munn Nursing Research Award winners

"Professional Nursing: MGH at its Best" was the spotlight of the week, as Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, congratulated MGH nurses for their exquisite practice. Using videoclips, she highlighted the components of nursing professionalism in everyday work and the priorities for MGH nurses in the coming year.

"It is my belief that during the past 10 years, we have transformed MGH Nursing and have influenced the delivery of care here and elsewhere," she said. "Our agenda for the next decade must be multifaceted and hold dear the core of professionalism, bringing together those attributes and behaviors that serve to maintain the patient's interests. As nurses we must ask ourselves if we are living up to our roles as leaders, teachers, care providers and citizens."

To highlight her point that patients are truly at the center of professional nursing practice, Ives Erickson introduced a special former patient, New England Patriots defensive lineman, Jarvis Green, who shared his experience being cared for by MGH nurses.

Jarvis Green, center, poses with MGH nurses.

MGH is a model for emergency preparations

MacNeil, far left, with firefighters

The scenario was the stuff television medical dramas are made of – a MedFlight crash on the Blake Building helipad, a fatality and a gasoline fire. Luckily for the MGH, it was just a drill conducted by the hospital's Emergency Preparedness Program and Boston MedFlight to review the steps that would need to be taken in the unlikely event a disaster of this magnitude were to occur.

The recent tabletop drill brought together personnel from MGH Police and Security, Buildings and Grounds, Nursing, Telecommunications, Public Affairs, Environmental Health and Safety and the Emergency Department with representatives from the Boston Fire Department, Emergency Medical Systems and MedFlight to role play the management of a rooftop helicopter crash. As one of the many emergency preparedness drills conducted at the MGH on a regular basis, the training session's goal was to practice a response that would ensure the safety of patients in the hospital as well as those involved in the crash.

Because of its integral role in such an event, the Boston Fire Department staff approached the MGH after the drill was completed for a more extensive orientation on the helipad and its support systems. During four weekends in March and April, George MacNeil of MGH Buildings and Grounds trained some 120 firefighters from seven Boston fire companies on the helipad's fire suppression system.

"We were extremely impressed with the Boston Fire Department's commitment to learning more about our helipad and its systems," says Craig Cochran, administrative manager for the Emergency Preparedness Program. "These training sessions were an excellent demonstration of the collaboration and community spirit between the MGH and the Boston Fire Department."

In the post-9/11 era, the MGH has focused on response plan protocols for a range of emergency situations. The Emergency Preparedness Program draws upon a network of MGH departments and staff to coordinate the medical, administrative and support service responses that would be put in place for everything from a hazardous materials spill to a disease pandemic to a natural disaster like Hurricane Katrina. As with the emergency preparedness programs of other local medical centers, the program is designed to meet the needs of the hospital, Massachusetts and the City of Boston as well as the general public. Cochran estimates the program conducts a drill about every four to six weeks to address various contingencies.

"Fortunately to date, our role has been largely one of proposing and testing out possible scenarios," Cochran says. "We recognize that it's not the kind of thing people necessarily want to think about, but we hope there's some comfort knowing that plans exist. Emergency preparedness is a high priority for the MGH." ●

MGHer receives Young Clinician Research Award

Daniel S. Kohane, MD, PhD, a physician for the MassGeneral Hospital for Children's (MGHC) Pediatric Intensive Care Unit, recently was named by John A. Parrish, MD, director of the Center for Integration of Medicine and Innovative Technology (CIMIT), as one of the recipients of the first CIMIT-Johnson & Johnson Young Clinician Research Awards. Intended to encourage physicians to create novel, life-saving medical devices and technologies, the award program was made possible through funding from Johnson & Johnson's Corporate Office of Science and Technology.

Kohane plans to use the award to support the development of a controlled-release technology that will prevent airway constriction problems in infants who have had breathing tubes. "Premature babies and other children who suffer injuries to their airways from breathing tubes or other causes often require repeated procedures to repair the damage," he says. "My team and I are hoping that the devices we are proposing to develop would prevent such injuries from occurring in the first place or would prevent their recurrence after surgery and could be administered by minimally invasive methods."

MGH HOTLINE

Focus of Clinical Research Day: Changing practices

The challenges involved in bringing new medical treatments and procedures into clinical practice – what is known as the second translational block – will be the focus of the fourth annual MGH Clinical Research Day. The May 25 event will begin with an 8 am welcome by Peter L. Slavin, MD, MGH president, and keynote speech "The Cycle of Quality and the Second Translational Block" by Robert Califf, MD, vice chancellor for Clinical Research at Duke University Medical Center, in the O'Keeffe Auditorium.

"Bringing knowledge gained in clinical trials into the practicing physician's office is one of the largest problems in our health care system, affecting both medical research and clinical operations," says William F. Crowley, Jr., MD, founder and director of the MGH Clinical Research Program.

"Dr.Califf has run large-scale cardiology trials and deals with this problem on a national basis, so his perspective should be invaluable."

Califf's talk will be followed at 9 am by presentations from the award-winning clinical research teams. Posters from 220 teams will be available for viewing under the Bulfinch Tent from 10 am until 1 pm, and a panel discussion on "Careers in Clinical Research That Change Medical Practice," led by David Blumenthal, MD, director of the MGH Institute for Health Policy, will begin at 11:30 am in the O'Keeffe Auditorium.

"Improving clinical practice is the underlying goal of the safety and quality assurance signature initiatives being pursued at Partners," says Crowley.

For more information about Clinical Research Day, contact Gina Gillis at (617) 726-5500 or *ggillis@partners.org* or visit *crnet.mgh.harvard.edu.* ●

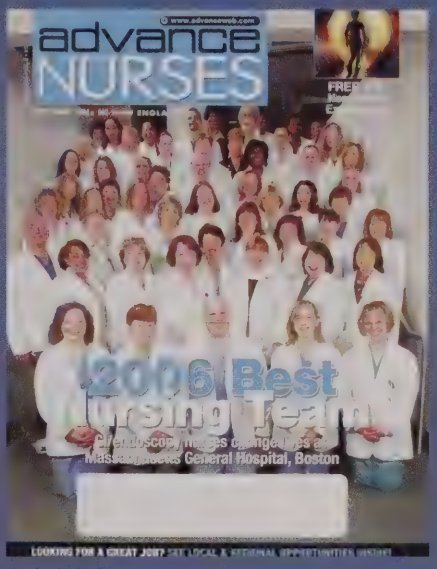
Physicians participate in leadership skills program

At the MGH, making sure that clinical staff members have all the educational tools and opportunities they need to continue to provide the best, most advanced patient care possible is a top priority. For physicians – who are often accustomed to working directly with patients – acquiring leadership and management roles can prove challenging. The Massachusetts General Physicians Organization (MGPO) has established a leadership program to help doctors develop the skills they need to be successful in these types of positions. Every two years, 35 mid-level clinical leaders nominated by their chiefs and other senior leaders are invited to participate in the program, which focuses on leadership skills, operations management, financial management and other tools helpful to physician-leaders at the MGH.

Boris Gravenberg, guest speaker at the May 10 leadership session

Participants in the program spend two to four hours each month in the classroom, learning about specific concepts and how they can be applied. "What makes the course worthwhile is the practical advice on how to be effective at developing a clinical program or improving the quality of care we deliver within the larger organization," says Lee Schwamm, MD, director of the MGH Telestroke and Acute Stroke Services and a current course participant. "It's not often that you get to work together in a small interdisciplinary group with colleagues who are at similar points in their careers."

The next program will begin in 2007, and the nomination process will start this June. For more information, contact Nancy Gagliano, MD, at *njgagliano@partners.org* or Wilfred McCalla at *wmccalla@partners.org.* ●



Endoscopy nursing shows team spirit

In all patient care areas of the MGH, cooperation and collaboration are a critical part of making sure patients receive the best possible care, a concept that the nursing staff on the MGH Endoscopy Unit understand well. In their unit – which has a staff of more than 60 nurses and has seen an increase in patient population of 22,000 to 28,000 people in just one year – teamwork is essential to keeping the unit running smoothly, and their efforts have not gone unnoticed. *ADVANCE for Nurses* magazine recently named the group as the 2006 Best Nursing Team in the category of teamwork. They were selected for the award on the basis of how well they support one another, implement the concept of teamwork in meeting goals and the establishment of best practices. The MGH nurses on the team also are featured on the cover of the May 2006 issue.

"It is rare to find such a strong team," says Christopher Callahan, RN, BSN, a nurse on the unit. "All of us come from different backgrounds and bring with us different areas of expertise, but teamwork is definitely part of our philosophy."

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MGH HOTLINE

Robert Scully, MD, honored

On April 18, ceremonies were held at Harvard Medical School (HMS) to celebrate the establishment of the Robert E. Scully Professorship in Pathology. Scully served at the MGH for more than 50 years and edited more than 1,200 case records for the *New England Journal of Medicine*. He also was a founder and past president of the International Society of Gynecological Pathologists.

Shown above at the ceremonies are the guest speakers (from left): Peter L. Slavin, MD, president of the MGH; Scully; Joseph B. Martin, MD, PhD, dean of the Faculty of Medicine at HMS; Robert B. Colvin, MD, chief of MGH Pathology; and Robert H. Young, MD, associate chief of MGH Anatomic Pathology.

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WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will host free hypertension screenings and a discussion May 22, from 1:30 to 2:30 pm at the West End Library and May 24, from 1:30 to 2:30 pm at the West End Civic Association Community Room at One Emerson Place. Cheryl Wall, RN, BSN, will lead both groups. The Senior HealthWISE lecture series will host "Glaucoma" May 23, from 11 am to noon in the Walcott Conference Rooms, with guest speaker James Hung, MD, of Ophthalmic Consultants of Boston. For more information, call (617) 724-6756.

POPPS fair

MGH Police and Security and Outside Services, Photography and Parking (POPPS) will host a crime prevention and safety fair May 25, from 11 am to 2 pm at the CNY 149 Atrium. This year's theme is "Protecting You in This Changing World" and will include information on management of aggressive behavior, identity theft, crime prevention and safety for all ages. Employees will be available to offer information and answer questions about each department's programs and services.

Wellman Center lecture

The Wellman Center for Photomedicine will host "Going for the Nucleus: A PDT story" May 30, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will be held at 2 pm. To see a complete schedule of Wellman Center events, visits *www.massgeneral.org/wellman/calendar.asp.*

Clinical pastoral education fellowships

The Kenneth B. Schwartz Center and the MGH Department of Nursing are offering fellowships for the 2007 MGH Clinical Pastoral Education Program for health care providers. Fellowships are open to clinicians from any discipline who work directly with patients and families. The part-time program meets Mondays, from 8:30 am to 5 pm beginning Jan. 8, 2007. The deadline for fellowship applications is Sept. 1. For more information, call the Chaplaincy at (617) 726-4774 or contact Rev. Angelika Zollfrank at (617) 724-3227.

Ascension Thursday mass schedule

MGH Chaplaincy will celebrate Ascension Thursday masses May 24, at 4 pm and May 25, at 11 am and 4 pm. All services will take place at the Chapel located on Ellison 1 across from the MGH Gift Shop.

New location for MGH Public Affairs

MGH Public Affairs has moved from 165 Charles River Plaza to 50 Staniford St., eighth floor, Suite 830. Phone numbers remain the same. The main number is (617) 726-2206 and the fax number is (617) 726-7475.

MGH Revere HealthCare Center road race

The MGH Revere HealthCare Center will host its annual road race and three-mile walk June 17. Registration is at 7:15 am. The road race begins at 8:30 am, the walk at 9 am and the children's race at 10 am. Online registration is available at *www.coolrunning.com/major/06/reveremoves.* Proceeds will benefit the MGH Youth Zone. For more information, contact Bernice MacIntyre at (781) 485-6062 or *bmmacintyre@partners.org.*

May 26, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGPO dinner salutes physicians

The Massachusetts General Physicians Organization (MGPO) hosted its second physician dinner May 20, showcasing the organization's progress and celebrating physicians for their dedication to caring for patients.

Before an audience of 600 physicians and guests, Daniel A. Ginsburg, president and chief operating officer of the MGPO, reviewed the organization's accomplishments during the past 18 months. He noted the its strong financial position, its focus on quality and safety issues, the successful health care reform advocacy effort, and the implementation of a clinical growth plan that was developed during the MGH/MGPO strategic planning process.

"We are here to help make the MGH the place where the best physicians in the world want to come to take care of patients, teach and do research," said Ginsburg. "The challenges in doing this are great, but so are the rewards."

Peter L. Slavin, MD, president of the MGH, gave an update on the progress that has been made in developing the next new facility on campus, "The Building for the Third Century." It will include space for clinical practices, inpatient beds and operating rooms. The new facility will enhance patient care and access, use state-of-the-art technology, improve the organization of medical services and help to unify the campus with its central location.

(Continued on page 2)

Torchiana, left, presents DeSanctis with the Trustees Medal.

Commitment to diversity focus of retreat

The MGH's commitment to issues of diversity remains focused on creating an inclusive environment for all patients, families and visitors as well as staff and employees. Almost 10 years ago, the hospital began a strategy of addressing issues of recruitment and retention of diverse housestaff, faculty, management, clinical professionals and administrative support employees with results that have changed the workforce of the hospital. In addition, care of a multicultural and multiethnic patient population has become a defining characteristic in the way the hospital provides services.

This focus, as well as how best to move forward, was at the heart of a Diversity Committee retreat held last month. Attending the retreat were all the members of the MGH Diversity Committee, MGH and Massachusetts General Physicians Organization (MGPO) vice presidents, chiefs of service and several other MGHers with key responsibilities in the area of diversity.

The MGH Diversity Committee – chaired by Peter L. Slavin, MD, president of the MGH, and David F. Torchiana, MD, chairman and CEO of the MGPO – has a rich history of accomplishments that serves as a foundation for further progress in the realm of diversity. A few of those accomplishments are the Support Service Employee Grant Program, the MGH Committee on Racial and Ethnic Disparities, funding for additional interpreters and the Multicultural Affairs Office Faculty Development Awards.

With the guidance of the Diversity Committee, the hospital now will build upon these past efforts and develop an updated diversity program. Next steps will integrate further the components of the diversity program into the strategic goals of the hospital. The retreat reaffirmed the importance of addressing the needs of a diverse workforce and patient population.

"The retreat was an excellent opportunity to look at diversity throughout the MGH, to assess where we are and to establish where we want to be," says Slavin. Torchiana adds, "The 100 percent attendance at the retreat indicates the importance of this issue and the commitment to enhancing diversity of all kinds and at all levels throughout the institution."

— MGPO dinner

(Continued from page 1)

"The commitment of our physicians to providing quality clinical care and their dedication to the MGH, have been key to the hospital's standing as one of the best academic medical centers in the nation and, indeed, the world," said Slavin. "We intend to advance this tradition of providing exceptional care to our patients by expanding our space to accommodate our continued clinical growth."

David F. Torchiana, MD, chairman and CEO of the MGPO, presented the first Trustees Medal, which recognizes an individual who has made a monumental and lasting impact on the institution and the physician community. The medal was presented to Roman DeSanctis, MD, of MGH Cardiology, for his 51 years of dedication to cardiac patients, to the Cardiology Department and to the hospital as a whole.

"I am enormously honored, exceedingly grateful and deeply humbled by this award, but most of all, I am humbled because I can think of many colleagues who are as deserving of this award as I am," said DeSanctis.

The evening concluded with the presentation of the Brian A. McGovern, MD, Award for Clinical Excellence in honor of a beloved physician who tragically died three years ago.

"We didn't want to lose sight of the fact that, for all of the advances in medicine, the technology and the procedures, it is the way we treat our patients, and each other, that ultimately sets the MGH apart," said Torchiana as he presented the award. "I am pleased to present this award to these four deserving physicians who together are a wonderful illustration of MGH clinical excellence and the enduring spirit of Brian McGovern."

From the 190 nominations for 111 different clinicians that were received, four physicians were selected for the honor: Nesli Basgoz, MD, of the MGH Infectious Disease Division; Norbert Liebsch, MD, of MGH Radiation Oncology; Laura Riley, MD, of MGH Vincent Obstetrics and Gynecology Service; and Charlie Boucher, MD, of MGH Cardiology.

From left, Phee, Yeh and Yusuf

MGH residents place second in "Doctor's Dilemma"

Quick-thinking and teamwork were the keys to success for a team of MGH senior residents as they placed second at the national "Doctor's Dilemma" medical trivia competition sponsored by the American College of Physicians. Team members Eugene Rhee, MD; Rushdia Zareen Yusuf, MD; and Robert Yeh, MD; all of MGH Internal Medicine, represented the hospital in the Jeopardy-like game that pits teams of residents and fellows from across the country against one another in a test of medical knowledge. Although MGH teams have won several of the regional competitions, this is the first time one has placed in the top three nationally. ●

World-renowned oncologist speaks at the MGH

Steven A. Rosenberg, MD, PhD, chief of Surgery at the National Cancer Institute (NCI) and professor of Surgery at the federal Uniformed Services University of Health Sciences, was the guest speaker at the MGH Surgical Grand Rounds May 4, where he discussed the advances he and his group at the NCI have made in using biological therapies to help a patient's immune system fight cancer.

A world-renowned oncologist, Rosenberg is the recipient of numerous national and international awards, including the Karnofsky Prize – the highest honor given by the American Society of Clinical Oncology – and the 2006 American Surgical Association Medallion of Scientific Achievement. ●

From left, David H. Sachs, MD, director of the MGH Transplantation Biology Research Center, Rosenberg and Andrew L. Warshaw, MD, MGH surgeon-in-chief

Making a difference at the MGH

Among the many MGH employees who continually are finding new and creative ways of improving the comfort and care provided to patients at the hospital every day are the recipients of the 2006 Making a Difference grants. The Making a Difference grant program – which is sponsored by the MGH and the Massachusetts General Physicians Organization – offers up to $5,000 in support of employee initiatives to improve the quality of care at the hospital for patients, their families and employees. The teams of Heather E. Peach, MS, CCLS, and Suzanne A. Rose, RN, BSN, both of the MassGeneral Hospital for Children's Pediatric Hematology-Oncology Unit; Susan Stengrevics, RN, MSN, and Aileen Tubridy, RN, MSN, both of Ellison 10; and Peggy Carolan-Bolognese and Claire Conlan, both of the MGH Charlestown HealthCare Center, are three of this year's 21 grant recipients.

After working with teenagers diagnosed with cancer and witnessing the unique challenges the disease can pose to those already undergoing the normal trials of adolescence, Peach and Rose started a teen oncology support group with the help of the grant. The group meets monthly, alternating between community and self-esteem-building sessions at the hospital and social outings – including a recent trip to see a performance of the Blue Man Group. Teenagers receiving treatment in both the Pediatric Hematology-Oncology Unit and the Francis H. Burr Proton Therapy Center participate.

"Getting back into the norm of things after being in the hospital for half a year has been difficult for me, especially socially," says one group participant. "It really helped to have a group of teens who understand what I've been through."

Stengrevics' and Tubridy's project stemmed from their experiences working with patients with heart failure, who often face high mortality rates and multiple hospital readmissions. With the belief that actively involving patients in their own care would help prevent such problems, the two worked with clinicians and staff from other disciplines – including Nursing, Physical Therapy, Social Services, Case Management and Nutrition and Food Services – to create special notebooks as a disease management tool. Each notebook is tailored to the needs of the individual patient and contains a provider contact list, diet instructions, an exercise plan, questions for health care providers and a section for journaling. Patients are encouraged to bring the notebooks to all of their doctor's appointments, allowing physicians to more closely monitor the patient's progress and making the road to recovery truly a team effort.

While the internet has made it easy and convenient for many people to find health information, Conlan observed that the patients of MGH Charlestown sometimes struggle with this technology. "Health information is just a click away, but it still can be a complex proposition to navigate and gain access to good health information on the web," she says. With the help of the grant, MGH Charlestown staff developed a health learning center – the Roger H. Sweet Patient and Family Learning Center – which offers English and Spanish language books, videos and pamphlets and internet-accessible computer workstations. Eileen McAdams, FNP, serves as the director of the new learning center, which will be formally dedicated June 10.

From left, Conlan, Carolan-Bolognese and McAdams of MGH Charlestown

All MGHers are invited to the 2006 Making a Difference grant program reception June 6, from 3 to 4:30 pm in the Trustees Room. Applications for the 2007 grants will be available at the reception. For more information, contact Melanie Cassamas at (617) 726-1816 or *mcassamas@partners.org.* ●

New website helps women find health resources

The MGH Women's Health Education Committee recently launched the online Women's Health Directory to assist women of all ages in finding information about the health services and resources available at the hospital. The directory contains information about a variety of women's health care services – including obstetrics and gynecology, cancer care, mental health, aging and wellness and support.

"The MGH offers many programs and services for women," says Mary Ellen Heike, RN, staff specialist for women's health. "We hope that this new website will help make it easier for women to see the true variety of women's health services at the MGH."

To access the Women's Health Directory, visit *www.massgeneral.org/womenshealth.*

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MGH HOTLINE

WHAT'S HAPPENING

Cancer Resource Room open house

The MGH Cancer Resource Room will celebrate its 10th anniversary with an open house May 31, from 10 am to 4 pm in Yawkey 8C. All MGHers are invited to visit for food, favors and raffles. For more information, call (617) 724-1822.

Armed Services Blood Donor Month

During June, The MGH Blood Donor Center will sponsor "Armed Services Blood Donor Month." All members of the MGH community are invited to donate blood in honor of veterans and those currently serving in the military. "Thinking of You" cards will be available for any donors who would like to give a card to a loved one, and also will be distributed to area Veterans Affairs hospitals. Blood donors also are especially needed over the Memorial Day weekend. The center is located in the Gray Lobby and is open for whole blood donations Tuesdays through Thursdays from 7:30 am to 5:30 pm, and Fridays from 8:30 am to 4:30 pm. Walk-ins are welcome. For more information, call (617) 726-8177.

Peru mission hospital presentation

Klaus John, MD, founder and director of the Hospital Disospi Suyana, a mission hospital for the Quecha Indians of Peru, will give a presentation about the hospital May 30, at 6 pm in the Bigelow Amphitheater on White 4. John will discuss some of the health problems of the Quichuas and how members of the MGH can help. The talk is sponsored by Charles M. Ferguson, MD, director of the MGH General Surgery Residency Program.

Caring for the invisible patient

The MGH Patient Care Services Diversity Steering Committee will sponsor "Gay/Lesbian/Bisexual/Transgender Health Care: An Educational Program for the MGH Community" June 14, from 1:30 to 3:30 pm in the Yawkey Center, Room 7980. The guest speakers are Harvey J. Makadon, MD, director of Education and Professional Training at the Fenway Institute, and Judith B. Bradford, PhD, co-chair and director of Lesbian Health Research at the Fenway Institute. The event is open to all members of the MGH community.

Ernest M. Haddad Lecture

The MGH Institute of Health Policy will host the annual Ernest M. Haddad Lecture in Law and Ethics June 8, from 8 to 9 am in the O'Keeffe Auditorium. Guest speaker Karen Davis, president of the Commonwealth Fund, will present "Towards a High Performance Health Care System."

Hypertension screenings and discussion

MGH Senior HealthWISE will host free hypertension screenings and a discussion about self-management strategies June 5, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St., Boston. The event is for seniors age 60 years and older. For more information, call (617) 724-6756.

MGH Medical Services blood donation challenge

The final day for blood donations in the MGH Medical Services challenge is May 31. Nurses currently are leading the doctors with a 6.11 percent participation rate. For more information, call (617) 726-8165.

MGH Chelsea safety fair

The MGH Chelsea HealthCare Center will host the Family Summer Safety Fair June 10, from noon to 3 pm. The event will include information about home, water, fire, sun, bike and car safety, and will feature contests, raffles, prizes, live entertainment, special guests and bike helmet decorating. For more information, call (617) 889-8535.

Wellman Center lecture

The MGH Wellman Center for Photomedicine will host "Going for the Nucleus: A PDT Story," May 30, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will begin at 2 pm. Rahul Ray, PhD, of the Boston University School of Medicine, will present. To view a complete schedule of Wellman Center events, visit *www.massgeneral.org/wellman/calendar.asp*.

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IN GENERAL

Michael T. Watkins, MD, of MGH Vascular Surgery, recently was elected president of the Society of Black Academic Surgeons (SBAS). The SBAS is focused on stimulating, mentoring and inspiring young African-American surgeons to pursue careers in academic medicine.

Three MGH physicians recently were honored with Harvard Medical School (HMS) Excellence in Mentoring Awards. **Edward Lowenstein, MD,** of the MGH Department of Anesthesia, received the William Silen Lifetime Achievement in Mentoring Award; **Dennis Brown, PhD,** of the MGH Membrane Biology Program, received the A. Clifford Barger Excellence in Mentoring Award; and **Marcus Altfeld, MD, PhD,** of the MGH Infectious Disease Unit, received the Young Mentor Award. The awards were presented at a ceremony held May 25.

June 2, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH honors employee military heroes for their service

The selfless sacrifices of hospital employees who have served in various branches of the U.S. military – both stateside and abroad – are being honored with a plaque recently installed on the MGH Employee Wall of Recognition on Ellison 1. The plaque is just one of many recent efforts to recognize MGHers for their military service. Earlier this spring, the hospital also hosted a special luncheon to thank these employees.

The honorees are: Raymond Bisio, RN, of Emergency Services; Lisa Boulay of the Clinical Care Management Unit; John Bruttaniti of Police and Security; Douglas Dresnek of the Cutaneous Biology Research Center; Pierre Felix of the Eat Street Café; Byron Hernandez of Oral and Maxillofacial Surgery; Gregg Meyer, MD, of the Massachusetts General Physicians Organization; Richard Pino, MD, PhD, of the Department of Anesthesia and Critical Care; Junior Senat, RN, of Ellison 19; Edward George, MD, PhD, of the Department of Anesthesia and Critical Care; William Hutchins of Police and Security; Daniel Lonergan, RN, of Blake 11; Karl Mitchell, RN, of Blake 8; Maria Romanoff, RN, of Blake 11; Greg McKenna, RN, NP, of Occupational Health; and Taryn Pittman of the Blum Patient and Family Learning Center. Former MGH employees Elaine F. D'Aprile, RN; Frank Haluska, MD; Michael Lazo and Harry Orf, PhD, also were honored.

From left, Peter L. Slavin, MD, president of the MGH, Keiko Salvo Barros, leave of absence coordinator for Human Resources, and Jeff Davis, senior vice president for Human Resources, next to the plaque.

During the month of June, the Blood Donor Center also will be honoring military service in the MGH community with Armed Services Blood Donor Month, which launched during the Memorial Day weekend. For more information about the blood drive, see story below.

MGH kicks-off Armed Services Blood Donor Month

While many MGHers celebrated the Memorial Day holiday with barbecues, trips to the beach and other fun activities, the MGH Blood Donor Center kicked off the long holiday weekend May 26 with the beginning of Armed Services Blood Donor Month. During the month of June, MGHers are invited to donate blood in honor of veterans and those currently serving in the military. Special "thinking of you" cards will be available for any blood donors to give to loved ones, and signed cards also will be distributed to patients at area Veterans Affairs hospitals.

An added benefit of donating during the armed services drive is that it will help maintain safe blood supplies at the hospital at a time when they are especially needed. During the summer months, the number of blood donations often decreases as people take advantage of vacations and other warm weather activities. This decline sometimes leads to critical blood shortages.

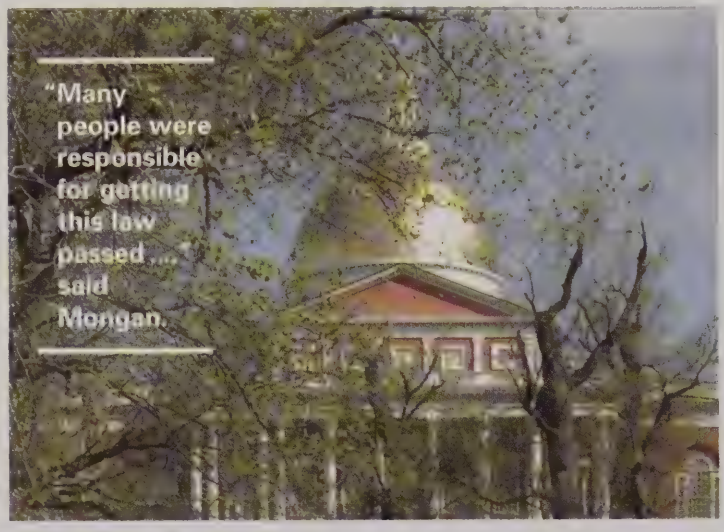
The MGH Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm and Fridays, from 8:30 am to 4:30 pm. Walk-ins are welcome. For more information, call (617) 726-8177.

Health care reform, budget season topics of leadership meeting

With the new health care reform law in Massachusetts making headlines across the nation, the impact of the new law was the topic of a leadership meeting held May 24 in the O'Keeffe Auditorium. James J. Mongan, MD, president and CEO for Partners HealthCare, and Thomas Glynn, chief operating officer for Partners, explained to MGH leaders what the new law means for hospitals in the Commonwealth, including Partners affiliates.

"Many people were responsible for getting this law passed, including special interest groups, labor organizations, the business community, advocacy groups and of course health care organizations like Partners and the MGH," said Mongan. "I'm enormously proud to say that Partners had an intense involvement throughout the entire process."

Glynn explained that one of the most significant implications of the new law is that it will increase the reimbursement rates to providers who care for Medicaid and uncompensated care pool patients. "For Partners, this law is important because we care for many of these patients. During the next five years, our hospitals will get paid at a more reasonable rate than the 70 cents on the dollar of the last few years," said Glynn.



Mongan also outlined the three key elements of the health coverage component of the new law. These elements include requiring individuals to have health insurance, offering state subsidies for those who are below the federal poverty level and limiting those subsidies by offering more affordable health insurance policies. When asked if the new law will work, Mongan says he believes it is a "plausible pathway to much broader coverage," but it depends on the interplay of these three factors during the next three years.

BUDGET UPDATE

The second half of the leadership meeting focused on the FY '07 budget process – with presentations from Sally Mason Boemer, vice president for MGH Finance, and Cindy Aiena, MGH budget director. Mason Boemer reported that the MGH is currently in a strong financial state with the FY '06 year-to-date performance at $20 million better than budget.

Despite this strong performance, several key drivers are predicted that will make it difficult to sustain this momentum in FY '07. These drivers include a predicted softening in inpatient volume; a "mix shift" from national carriers such as Cigna to other carriers, which would result in significant reduction in revenue to the MGH; an increase in fixed costs such as utilities and benefits; and the unlikely ability to sustain below-budget spending on supplies and personnel. In addition, the strong FY '06 financial performance has resulted in an increase in requests for new expenses, resulting in a total of $240 million. All of these factors have resulted in a budget gap of approximately $140 million.

Aiena outlined three phases of the budget process – to evaluate the initial revenue budget, prioritize new program requests and expense submissions, and develop targets for closing the gap. The goal is to submit a preliminary budget to Partners by June 1 and a final submission by June 15. ●

New pharmacy information system to launch

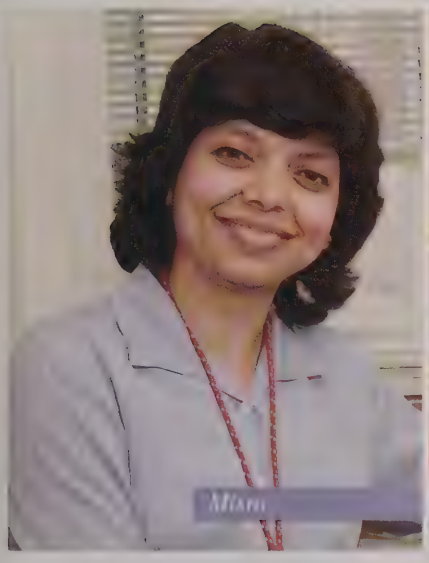
The MGH Department of Pharmacy will be replacing the Medical Engineering Inc. (MEI) system – the current inpatient pharmacy computer program – June 3 with a new system called Misys. The new system will be linked to PATCOM and the laboratory systems, eliminating the need for separate data-entry and enabling pharmacists to view patients' laboratory results while reviewing orders. Eventually, Misys will be linked to Provider Order Entry, allowing for automated order acceptance and review, and eliminating the additional computer entry now required to enter medication orders into the pharmacy system.

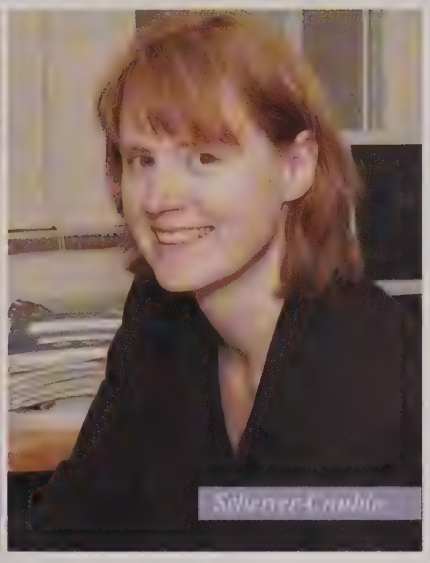
The Misys pharmacy application will better support pharmacists when verifying and approving medication orders. Features also include automatic dose range, drug interaction and allergy checking. Another benefit of Misys is perpetual inventory evaluation to monitor how much inventory is available in the pharmacy and in the automated dispensing machines on patient care units.

Implementing Misys will integrate and streamline medication management, tracking medications from wholesalers through the hospital's pharmacy and ultimately to administration to patients. Misys will also interact with the electronic medical administration record.

"The computer system is a culmination of all the lessons learned during the past 15 years of medication error research and process enhancements," says Meg Clapp, director of MGH Pharmacy. "More important, these systems will support a medication administration process that will improve patient safety."

MGH HOTLINE





2006 Claflin Scholars named

Clinician, researcher, teacher, mother – all important titles. Six talented female MGH staff members recently added another moniker to their already long and rich multihyphenated lists: Claflin Distinguished Scholar. In recognition of the particular challenge faced by women in academic medicine who also are raising families, the MGH Women in Academic Medicine Committee developed the Claflin Distinguished Scholar Awards in 1997 to support the research productivity of female junior faculty members during their child-rearing years. The awards, funded by the Executive Committee on Research and the MGH, are named for honorary trustee Jane D. Claflin.

The 2006 Claflin scholars are Emmanuelle diTomaso, PhD, of Radiation Oncology; Maria Angela Franceschini, PhD, of Radiology and the NMR Center; Elizabeth Lamont, MD, of Hematology-Oncology; Madhusmita Misra, MD, MPH, of the Neuroendocrine and Pediatric Endocrine Units; Kathryn Moore, PhD, of the Lipid Metabolism Unit; and Marielle Scherrer-Crosbie, MD, PhD, of Cardiology.

"This award could not have come at a better time for me," says 2006 recipient and mother of two Scherrer-Crosbie. A cardiologist in the MGH Cardiac Ultrasound lab, she will use her grant to advance her current study, a model for early detection and prevention of heart damage in breast cancer patients treated with two chemotherapeutic agents.

In addition to juggling a full load of patients and research at the MGH, Scherrer-Crosbie is raising six-year-old Alexandre and three-year-old Nicolas. "Balancing so many responsibilities can be difficult," Scherrer-Crosbie says. "It says so much that the MGH works to help its female faculty manage the challenge."

While many working mothers experience the greatest struggle to balance home and office life during their children's infancy, for Misra, the Claflin award will enable her to spend more time with her son as he begins his teenage years. "When Sarthak was younger, I did a lot of my work after he went to bed," Misra says. "Now that he is 13, I want to be able to spend time nurturing our shared interests and guiding him through these formative years."

A pediatric endocrinologist, Misra is examining bone mass accrual in adolescents suffering from anorexia nervosa. This grant will extend her research to major depression in teenagers.

For more information about the Claflin awards, contact the Office of Women's Careers at (617) 724-5229. ●

Clinical Research Day: Improving patient care

Strategies for surmounting the second translational block – barriers that keep information gained in clinical trials from being incorporated into regular patient care – were explored at the fourth annual Clinical Research Day May 26. In his welcoming statement, Peter L. Slavin, MD, president of the MGH, announced a new grant award that will provide two MGH clinicians – physicians, nurses or allied health professionals – significant support to help bring new knowledge into improved clinical practices. Information on these Clinical Innovation Awards soon will be distributed to the MGH community.

Keynote speaker Robert Califf, MD, vice chancellor for Clinical Research at Duke University Medical Center, stressed that changing how care is delivered needs more than new technologies. "The art of medicine is in the interactions of human beings," he said. Addressing how quality must be incorporated into changing practices, he noted that getting the right people and systems into place is critical to the utilization of new knowledge.

Califf's talk was followed by presentations from the four research teams that received this year's hospitalwide awards, which included a new interdepartmental team award. Another five of the 221 posters presented under the Bulfinch Tent were named hospitalwide posters of distinction, and 21 posters received departmental awards. "We're getting to see a snapshot of the work being done at MGH, and it's quite impressive," said Eric Rosenberg, MD, director of the Clinical Research Program Education Unit.

The day concluded with a panel discussion in which several MGH clinical researchers – along with Califf and James J. Mongan, MD, president and CEO of Partners – examined ways that clinicians can build careers that focus on improving medical practices. "This has been a remarkable celebration of the enormous scope of clinical research activity within the MGH," says William F. Crowley, Jr., MD, founder and director of the Clinical Research Program. "Peter Slavin's announcement of the novel Clinical Innovation Awards signals yet again the administration's ongoing commitment to clinical investigation."

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MGH HOTLINE

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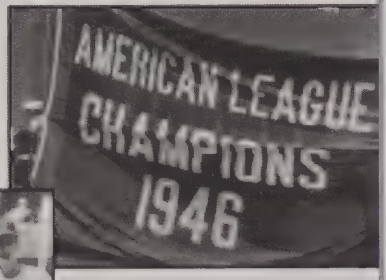

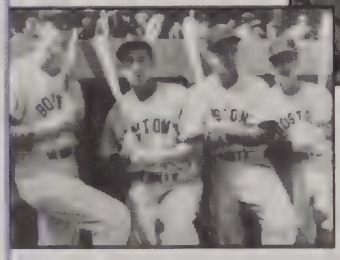

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Backup Childcare Center summer programs

The MGH Backup Childcare Center will host the June Vacation Club June 19 through 30. The center also will hold Summer Fun Days July 3 through Aug. 18. The schedule for Summer Fun Days is: Monday, arts and crafts day; Tuesday, science day; Wednesday, trips around Boston; Thursday, water day; and Friday, cooking day. Registrations now are being accepted for both programs. For more information or to register, call (617) 724-7100.

MGH Men Against Abuse Father's Day event

In honor of Father's Day, MGH Men Against Abuse will host an information table June 15, from 11 am to 3 pm in the Main Corridor. Educational materials about domestic violence will be available, and staff will be on hand to answer questions. For more information, contact Lenny DeBenedictis at (617) 724-2206, Jim Heffernan at (617) 726-2684, or visit *www.massgeneral.org/menagainstabuse*.

HIV/AIDS 25th anniversary program

The MGH Infectious Disease Division and the Partners AIDS Research Center will hold a program in recognition of the 25th anniversary of the first report of AIDS in the United States. The event will be held June 8, from 1 to 2:30 pm in the Simches Research Center, third floor, Room 3110. All members of the MGH community are invited to learn about the past 25 years of HIV/AIDS progress and treatment at the MGH. A reception will be held after the program.

MGH Revere celebrates Community Health Day

Members of the MGH and Revere communities gathered recently at the MGH Revere HealthCare Center to celebrate the sixth annual Community Health Day, an educational event for community health care professionals. The day's keynote address, "The Relaxation Response: How to Counteract the Harmful Effects of Stress," was given by Herbert Benson, MD, president of the Mind and Body Institute and an associate professor of medicine at Harvard Medical School. The festivities also included the presentation of the annual MGH Revere Community Health Award, which recognizes those who have made positive changes in the Revere community. This year's recipients are Senior Wellness Project Committee members Joan Niles, RN, Bernice MacIntyre and Sylvia Gordon, LICSW, who were selected for their outstanding commitment to making positive changes with seniors at MGH Revere.

June 9, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Bruschi, left, with Greer

Patriot featured in TV ads for MGH

On Feb. 16, 2005, New England Patriots linebacker Tedy Bruschi was home with his family when he experienced numbness in his left arm and leg and decided to lie down for a while. Little did he know that he was experiencing a mild stroke. Fortunately, Bruschi was rushed to the MGH by ambulance and eventually underwent surgery to repair a small hole in his heart, which ultimately had caused the stroke.

More than a year later, Bruschi now is sharing his story of survival and recovery in television and radio ads for the MGH Vascular Center. The ads present information about stroke prevention, recognizing symptoms and the importance of seeking immediate emergency care. The ads also feature medical advice from David Greer, MD, of the MGH Neurology Stroke Service, who managed Bruschi's care.

From June 12 through July 3 and then again in mid-August, the ads will be aired on the following TV stations: CBS-4, WCVB, WFXT, WHDH, WLVI, WSBK, and cable outlets New England Sports Network, New England Cable News and the Boston Interconnect. Radio ads will air on WBZ-AM, WCRB-FM, WODS-FM, WRKO-AM and WROR-FM.

MGH salutes its dedicated volunteers

An impressive crowd of MGHers assembled in the O'Keeffe Auditorium May 24 to pay tribute to some of the hospital community's most vital members – its volunteers – at the annual MGH Volunteer Recognition Day ceremony. More than 900 people volunteered at the hospital during 2005, providing more than 70,000 hours of service.

Peter L. Slavin, MD, president of the MGH, gave the welcoming remarks and expressed gratitude to all MGH volunteers. "No numbers can measure the care and comfort our volunteers bring through the doors of the hospital every day," said Slavin. "We are enormously grateful for all that you do."

Jankowski, left, with Rowell

Jeanette Ives Erickson, RN, senior vice president for Patient Care Services and chief nurse, echoed those sentiments. "This organization would not work as well as it does without our volunteers," she said. "We thank you for your contributions, creativity and compassion."

The celebration also honored individual volunteers who have made an exceptional commitment to the MGH. Barbara Jankowski, a volunteer who leads the inpatient book cart team, received the Jessie Harding Award for Outstanding Volunteers. The Trustees Award – which recognizes MGH employees who have demonstrated strong and supportive relationships with the volunteer program – was presented to staff members from MGH Occupational Health. High school volunteer Matthew Grabowski received the Outstanding Youth Award. Longtime volunteer Raj Patel was honored with two awards – the Maeve Blackman Award and the Janet Ballantine Oncology Volunteer Award.

Individual service awards were presented to Jessica Berger, Meagan Bowley, Charles Calvin, Lillian Cosman, Steve Falivene and his pet therapy dog Kellan, Heather Gray, Timothy Hogan, Gwen Jemmison, George O'Brien, Ellen O'Connor, Susan Noonan and Peggy Scott. Pat Rowell, director of the MGH Volunteer Department, and Edward P. Lawrence, chairman of the MGH Board of Trustees, presented the awards.

MGH volunteers at the reception

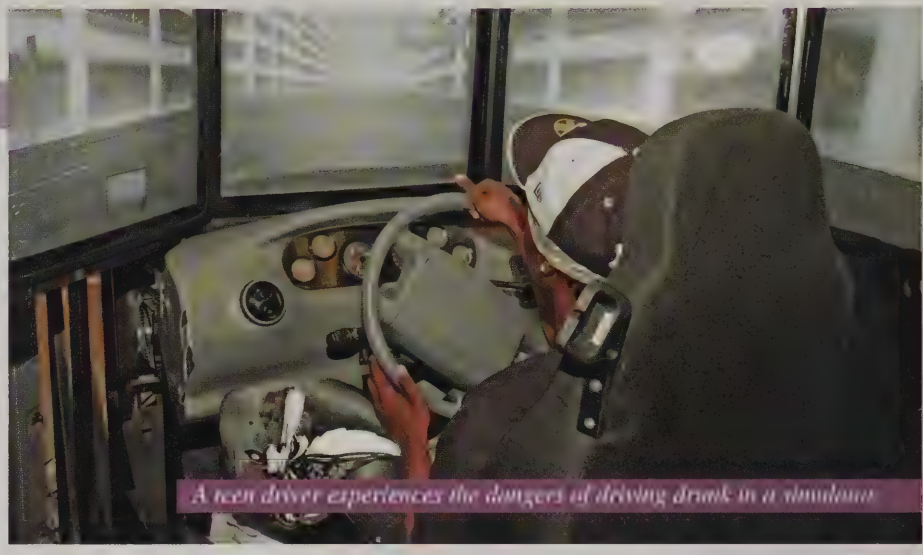
MGH Executive Committee on Research: New leadership

Three distinguished MGH staff members have been appointed to the leadership team of the MGH Executive Committee on Research (ECOR). Jerrold Rosenbaum, MD, chief of the Department of Psychiatry, has been appointed chair of ECOR; Daniel Haber, MD, director of both the MGH Cancer Center and Center for Cancer Risk Analysis, has been appointed vice chair; and Robert Kingston, PhD, chief of the Department of Molecular Biology, has been appointed chair of ECOR's MGH Thematic Centers Executive Committee.

These leaders will support the committee's goal to provide strategic guidance to MGH executives and trustees on future research priorities and will work towards fostering the integration of research with the hospital's mission of providing excellence in patient care and education.

In succeeding Rosenbaum as vice chair, Haber also will serve as chairman of the MGH Research Council. As chair of the Thematic Centers Executive Committee, Kingston will assume responsibilities previously held by John Parrish, MD, chief of Dermatology and a past chair of ECOR.

"I anticipate that under their strong and able leadership, ECOR will continue to provide solid strategic guidance for MGH research," says Peter L. Slavin, MD, president of the MGH. "I am grateful that all three have agreed to serve in these roles for the next three-year term and look forward to working with them." ●



A teen driver experiences the dangers of driving drunk in a simulator.

Teens learn the dangers of drunk driving

The MGH Trauma Division recently put some young drivers to the test as they participated in a state-of-the-art, drunk-driving simulator designed to demonstrate the dangers of driving under the influence of alcohol. The educational event was part of the national "Save a Life Tour" held May 9 and 10 at the Northshore Mall in Peabody, Mass.

Invitations to the program were sent to local public and private high schools, and approximately 160 teens experienced the one- to three-minute simulated drives. The interactive simulator featured a true 225-degree field of vision, force feedback steering, coordinated seat movements, digital sounds, lights and 3-D graphics. Levels of impairment were determined by formulas based on body weight and number of drinks consumed, and no two drives were the same. Participants received a ticket detailing all infractions that occurred during the drives – including traffic violations, property damage, crashes and fatalities.

After the drives, MGH staff members discussed the medical and societal issues resulting from drunk-driving car crashes. MGHers at the event who helped educate the young drivers were Hasan Alam, MD; Marc de Moya, MD; Amanda Droste; Robert Droste, RN; Cheryl Feloney, NP; Alice Gervasini, RN, PhD; Sandy Muse, NP; Laurie Petrovick, MS; Konstantinos Spaniolas, MD; and George Velmahos, MD.

A survey was given to participants after their drives, and 96 percent of the respondents stated that they would not drink and drive. Additionally, 98 percent of the participants also thought that the event should be held each year to educate teens about the dangers of drunk driving.

The event was made possible with funding from the MGH Making a Difference grant program and was supported by MGH Orthopædic Trauma, Pediatric Trauma, Oral and Maxillofacial Surgery and the Massachusetts division of the American Trauma Society. ●

JCAHO Jeopardy challenges ambulatory care practices

Question: What does JCAHO stand for? Answer: Joint Commission on Accreditation of Healthcare Organizations. MGH ambulatory care staff members have been challenged to answer such questions during the last few weeks by participating in the JCAHO Jeopardy game as a fun way to help them prepare for the upcoming, unannounced JCAHO survey.

Weekly quizzes are distributed electronically to the 19 practice teams that signed up to participate. Teams have three days to answer the questions and submit them to the Practice Support Unit, which is coordinating the game. Each week, the highest scoring team receives a prize. Despite a very strong showing from the Metabolic Mavericks team from the Endocrine Unit, who won the first two weeks of competition, the Central Arteries team from Vascular Surgery won last week and has taken the overall lead. The three teams with the highest cumulative scores by June 15 will participate in the JCAHO Jeopardy Championship to be held June 23 from 9 to 11 am in the Simches Auditorium.

Other MGHers may test their knowledge by visiting the hospital's JCAHO website at *www.massgeneral.org/jcaho* and completing the quizzes on their own. The answers are posted on the site.

Movin' on up: Ellison elevators get an extreme makeover

The passenger elevators of the Ellison Building are one of the busiest areas of the hospital, making more than 6,000 trips daily to transport hundreds of patients, visitors and employees. As the building's original elevators, they have been showing signs of wear and tear. The MGH Buildings and Grounds Department recently embarked on a multi-phase project to upgrade these elevators, which will improve response time and make routine maintenance easier. A ribbon-cutting ceremony was held June 1 to mark the completion of the first phase – which included the replacement of outdated controllers and the completion of the first new elevator cab.

"In order to improve the elevators' response times, we used technology to make them work better," says Chris Longchamps, of MGH Buildings and Grounds. "The new elevator controller moves the elevators to each floor as quickly as possible."

During peak times, the new response times are 60 percent faster than previously. Once the upgrades of the passenger elevators are completed – which will take approximately six months – the service elevators also will undergo improvements. ●

From left, Russ Wallace of Buildings and Grounds, Jean Elrick, MD, senior vice president for Administration, Chris Longchamps and Bob Gallagher, both of Buildings and Grounds.

Healthy living: More MGHers graduate from Be Fit program

The newest group of Be Fit survivors celebrated the completion of phase V of the program at a rally held May 16. Co-sponsored by The Clubs at Charles River Park and MGH Nutrition and Food Services, the program helps employees incorporate exercise and healthy foods into their daily lives.

At the rally, each team was honored with a special award. The Clinical Case Management Unit team received the "Slow and Steady" award. The "Most Motivated" award went to the Pharmacy team, while the Admitting team took home the "The Little Engine that Could and Should" award. The Obstetrics team received the "Steppin' Up" award. The Thoracic Surgery team was honored with two awards for "Most Workouts" and "Most Food Records." The Anesthesia team also received two awards for "Most Weight Loss" and "Most Be Fit Meals."

Seven new teams now are competing in Be Fit phase VI – including Clinical Research; CNY Buildings and Grounds; a group from 165 Charles River Plaza; the Wellman Center for Photomedicine and Dermatology; and the MGH Chelsea, Revere and Charlestown HealthCare Centers. For more information about the Be Fit program, visit *www.massgeneral.org/clubsatcrp/befit.* ●

Be Fit graduates listen to Kate Brill-Daly, middle photo, of The Clubs.

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MGH HOTLINE

WHAT'S HAPPENING

Abstracts for Women's Health Research Celebration
The MGH Women's Health Research Committee currently is accepting abstracts for the third annual Women's Health Research Celebration to be held Oct. 4. The deadline for submissions is July 7. Abstracts may be submitted online at *intranet.massgeneral.org/WHCC/index.htm.* Abstracts submitted or presented to local or national meetings within the last year are eligible. For more information, contact Mary Ellen Heike, RN, at (617) 724-8044 or *mheike@partners.org.*

Men's Cancers Awareness Fair
The MGH Cancer Center will host a Men's Cancers Awareness Fair June 16, from 10 am to 2 pm in the Bulfinch Tent. For more information, contact Tara Becker at *tabecker@partners.org.*

Workspace organization seminar
The MGH Employee Assistance Program (EAP) will sponsor "Organize Your Workspace for Success" June 15, from noon to 1 pm in the Thier Conference Room. Professional organizer Cristin Lind will teach participants how to effectively organize their workspaces to reduce stress, project a professional image and be more in control of paper and information. Registration is required. For more information or to register, call (617) 726-6976.

Julie Fund Walk-a-Thon for MGH Cancer Center
The Julie Fund for Women's Cancers will hold its first 5K walk June 17, at Artesani Park in Brighton, Mass. Registration will begin at 8:30 am, and the walk will begin at 9 am. Proceeds from the event will benefit cancer programs and research at the MGH. For more information, visit *www.juliefund.org.*

World Blood Donor Day
In honor of World Blood Donor Day June 14, the MGH Blood Donor Center invites all members of the MGH community to donate blood on an ongoing basis. World Blood Donor Day acknowledges individuals who donate blood on a regular basis. The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm and Friday, from 8:30 am to 4:30 pm. Walk-ins are welcome. For more information, call (617) 726-8177.

Backup Childcare Center summer programs
The MGH Backup Childcare Center will host the June Vacation Club June 19 through 30. The center also will hold Summer Fun Days July 3 through Aug. 18. The schedule for Summer Fun Days is: Monday, arts and crafts day; Tuesday, science day; Wednesday, trips around Boston; Thursday, water day; and Friday, cooking day. Registration is now open for both programs. For more information or to register, call (617) 724-7100.

Senior HealthWISE events
MGH Senior HealthWISE will host a one-hour exercise session, "Spring Into Fitness" June 19, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served. Registration is required by June 16. The Senior HealthWISE lecture series will host "Reading Food Labels" June 19, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St., Boston. Cheryl Wall, RN, will discuss tips on understanding food labels and how to choose healthy options. For more information about both events or to register for the exercise session, call (617) 724-6756.

New Office for Visitor Education Programs
The MGH and MGPO announce the pilot of the new Office for Visitor Education Programs (VEP). The VEP will act as a centralized office to organize and facilitate tours, observerships, customized information sessions and consultations and on-campus seminars and conferences. For more information, visit *www.massgeneral.org/vep* or contact Shelly Riley, program manager, at (617) 7268363 or *mriley4@partners.org.*

POPPS Fair helps keep MGHers safe

This year's Police and Security, Outside Services, Photography and Parking Services (POPPS) Fair was held May 25 at CNY with the theme "Protecting You in This Changing World." The event featured demonstrations and educational displays on a number of topics – including management of aggressive behavior, identity theft, crime prevention and general safety for people of all ages. Staff members from several MGH departments and programs – such as Police and Security, Photography, Environmental Health and Safety, Radiation Safety, the Employee Assistance Program (EAP), Hospitals Helping Abuse and Violence End Now (HAVEN) and Men Against Abuse – were on hand to showcase their services and answer questions. Another POPPS Fair will be held at the MGH main campus this fall.

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June 16, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

From left, Hirsch, Calderwood, McCorkle, McLaughlin, Gandhi and Basgoz

Twenty-five years of HIV/AIDS progress and challenges

The MGH has been at the forefront of clinical care and research in HIV/AIDS since the first cases in the United States were initially described in June 1985. Since then, MGH researchers and clinicians have made major advances in the understanding of the disease, including breakthroughs in providing effective treatment for HIV/AIDS. MGH doctors and nurses have provided skilled and compassionate care for thousands of patients suffering from the complications of AIDS, and MGH social workers have worked throughout the years to assist these patients and their loved ones with the dramatic psychosocial effects of the disease.

To mark these milestones, the MGH Division of Infectious Diseases and the Partners AIDS Research Center hosted "25th Anniversary of the First Report of

(Continued on page 3)

City Council recognizes MGH Chelsea's partnership

Members of the Police Action Counseling Team (PACT) recently were honored by the Chelsea City Council at a special recognition ceremony held May 22 at Chelsea City Hall. The PACT program is a partnership between the MGH Chelsea HealthCare Center and the Chelsea Police Department that provides immediate intervention to children who have witnessed violence or experienced other traumatic events. PACT is funded by MGH Community Benefits.

When PACT members are called to the scene of an emergency, their primary goal is to help the children feel safe and give them an opportunity to express their feelings, often using age-appropriate materials such as puppets and crayons as an aid. Providing this type of intervention can help reduce the short-term effects of trauma. PACT social workers also work with parents to educate them about the short- and long-term consequences of violence and help families access ongoing medical and mental health care. Ultimately, PACT's goal is to interrupt the devastating cycle of family violence.

PACT members include MGH Chelsea clinical social workers, Chelsea police officers, a domestic violence advocate, a representative of the Massachusetts Department of Social Services and a consulting physician from MGH Chelsea. Since PACT was founded in 1998, more than 900 children have benefited from its services.

PACT members at Chelsea City Hall

Status Report

Rollout of Medication Reconciliation Program continues

To help reduce the risk of medication errors, the MGH launched an electronic medication reconciliation process in April that has been introduced to 22 patient care units and is more than halfway through the rollout phase. The goal of this new program, which is available in Provider Order Entry (POE), is to help clinicians track medication lists for both outpatients and inpatients and compare or "reconcile" the admission, transfer and discharge orders for medications to the original lists. This process helps avoid errors related to unintentional omissions, duplications or wrong dosages of prescriptions and over-the-counter pharmaceuticals or supplements.

The rollout of the new, centralized electronic version of the medication list, called the Pre-Admission Medication List (PAML), has been going well, according to Gregg Meyer, MD, medical director of the Massachusetts General Physicians Organization and chair of the Partners Signature II Initiative. "We have experienced a few challenges along the way, but we are addressing these issues based on the feedback we've been getting from users," he says. "It is important for everyone to remember that we need to work together to make this initiative successful. Our patients deserve this program to keep them safe from medication errors."

Some of the challenges of the rollout have included concerns about how long it may take to enter lengthy medication lists into the system. For busy clinicians, this process can be time consuming when a patient is admitted, but the end result is that once the list is created, it can be easily changed electronically. Many clinicians have found the process ultimately can save time and facilitate the discharge process.

"In addition, clinicians can go back into a list to make changes after it has been initially completed, to add new information obtained from family members of the patient or other sources," says Chris Coley, MD, one of the Medication Reconciliation Project co-chairs. "This is an important initiative that requires all clinicians to participate regardless of what service a patient is admitted to, whether it is Pediatrics, Oncology, Cardiology, Surgery or Medicine to name a few. Even if a patient's medications remain the same from pre-admission through discharge, the PAML should be created, updated and reconciled with the POE orders. Enhancements to the software are being made frequently to facilitate the reconciliation process." ●

Michelle Gibbons, left, with her mother and award winner, Beverly, center, and Marshall

Local women honored for living healthy lives

Seven community women and two organizations were honored as role models of good health at the sixth annual "Celebrating Women: Leading a Vibrant Healthy Life" women's health fair May 11. The event was presented by the MGH health centers and MGH Community Health Associates. The honorees were selected by their individual health centers for serving as a source of inspiration for other women to live healthy lives. More than 500 people attended the event, which was held at the Charlestown Navy Yard.

At the fair, exhibits and discussions covered a number of women's health issues – including heart disease, stress reduction, health screenings, teen Internet safety and lung cancer. Attendees also enjoyed a presentation by Stephanie Marston, author of *Chicken Soup: Life Lessons for Women*. She discussed ways for women to live healthier and more balanced lives. Mallika Marshall, MD, medical reporter for CBS-4 and a physician at the MGH Chelsea HealthCare Center, served as the mistress of ceremonies. ●

Students explore health care careers

Middle school students participating in the Big Sisters program at the Edwards Middle School in Charlestown visited the MGH for a career awareness day June 6. Their day started with a tour of the hospital – which included a trip to the helipad – followed by a question and answer session with Patricia Scott, RN, of Ellison 17. The girls also explored the Emergency Department with Alasdair Conn, MD, chief of MGH Emergency Services, as their guide. The day concluded with a visit to the MGH Public Affairs Office, where the students learned about careers in media relations and internal communications. ●

Big Sister participants visit the MGH helipad.

MGH HOTLINE

— HIV/AIDS

(*Continued from page 1*)

U.S. AIDS Cases," June 8 at the Simches Research Center. More than 100 guests attended the event.

Keynote speaker Martin Hirsch, MD, of the Division of Infectious Diseases and editor of the *Journal of Infectious Diseases*, is widely considered to be a pioneer in the study of HIV/AIDS and has been at the forefront of HIV research at the MGH for 25 years. At the event, Hirsch described the major achievements made in understanding the virus, beginning with the first HIV patient seen at the MGH.

Nesli Basgoz, MD, clinical director of the Division of Infectious Diseases, also provided profound insights regarding her 25 years of HIV study, as well as moving stories about several of her patients who had died from the disease.

Peter L. Slavin, MD, MGH president, gave an overview of the hospital's support of HIV research and clinical care. Slavin also recounted the impact of his recent trip to South Africa with Bruce Walker, MD, director of the Partners AIDS Research Center. On that trip, Slavin witnessed the devastating effect of HIV and AIDS on the people of the region, and he called on MGH employees to contribute improving care of patients with this disease throughout the world.

Stephen Calderwood, MD, chief of the Division of Infectious Diseases, described the expansion of the MGH outpatient Infectious Disease Clinic over the course of the past 25 years to meet the challenge posed by the HIV/AIDS epidemic.

Other speakers included Rajesh T. Gandhi, MD, director of HIV Clinical Services; Sandra McLaughlin, LICSW, and Charles McCorkle, LICSW, both of the Department of Social Services. ●

From left, Sweet, Brit Nicholson, MD, MGH chief medical officer, Tom Sweet, and Lorenzo Lewis, MD, medical director of MGH Charlestown

Roger Sweet learning center dedicated

The MGH Charlestown HealthCare Center hosted a special celebration June 10 to formally mark the opening of the Roger H. Sweet Patient and Family Learning Center. The learning center is named in honor of Roger H. Sweet, MD, a longtime MGH Charlestown physician and former medical director for the MGH health centers, who was recognized for his commitment to education and community-based medical care.

Plans for the learning center began in 2005, when MGH Charlestown staff set a goal of increasing patient access to health information. The project was supported with funding from the MGH Making a Difference grant program. The new facility is modeled after the Blum Patient and Family Learning Center located on the MGH main campus and the ARCH Community Health Program located at MGH Revere. The center provides a variety of health information to patients and their families, and its services include individualized and group teaching sessions, educational seminars, Internet-accessible computer workstations and English and Spanish language books, videos and pamphlets. Eileen McAdams, FNP, serves as its director.

The Sweet Patient and Family Learning Center is located on the lower level of MGH Charlestown and is open Monday through Friday, from 10 am to 4 pm. For more information, contact (617) 724-0977 or *ctneducation@partners.org.* ●

Women faculty at the MGH honored

The MGH hosted the ninth annual Office for Women's Careers (OWC) reception May 25 to honor women physicians and scientists who have made significant career achievements. At the event, attendees received special tribute books, a compilation of some of the accomplishments made by women faculty at the hospital. These accomplishments include academic and administrative promotions, publications, new grants, and other honors and awards.

From left, Nancy Tarbell, MD, director of OWC, Hammond and Starr

MGH leaders and staff gathered in the Thier Conference Room to congratulate and recognize these women. Guest speaker Evelynn Hammonds, PhD, senior vice provost for Faculty Development and Diversity at Harvard University, was the keynote speaker. At Harvard, Hammonds has been charged with assessing barriers to women faculty members' advancements at the university and with creating strategies to address these issues.

Two of Hammond's key initiatives include increasing childcare options for faculty and instituting the Higher Education Recruitment Consortium to help address issues related to academic recruitment, particularly the dual career challenge. Rebecca Starr, administrative director of the OWC at the MGH, indicated that the MGH would be a part of these efforts.

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MGH HOTLINE

Edgman-Levitan co-chairs Patient Safety Congress

Susan Edgman-Levitan, PA, executive director of the MGH's John D. Stoeckle Center for Primary Care Innovation, recently served as co-chair of the National Patient Safety Foundation's 8th Annual Patient Safety Congress in San Francisco. More than 1,400 guests from around the world attended this annual event that included national and international patient safety experts, health care providers, researchers, patients and family representatives. Participants learned about successful strategies to promote patient safety across the continuum of the health care system.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Suzanne Kim, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
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www.massgeneral.org/news/

MGH Hotline is published weekly by the MGH Public Affairs Office.

(617) 726-2206

WHAT'S HAPPENING

MGH Heart Center Nursing Week
In honor of Cardiac Nursing Week, the MGH Heart Center will host the lecture "Evidence-Based Prodromal and Acute Symptoms of Myocardial Infarction in Women" June 22, from 1:30 to 2:30 pm in the O'Keeffe Auditorium. Jean McSweeney, RN, PhD, FAAN, of the University of Arkansas, will present. A poster session showcasing cardiac nursing practice also will be held June 22, from 11:30 am to 1:30 pm in the Main Corridor.

Senior HealthWISE events
MGH Senior HealthWISE will sponsor a screening of the film "Walk the Line" June 22, from 2:30 to 5 pm in the Haber Conference Room. Registration is required, and snacks will be provided. Senior HealthWISE also will offer free hypertension screenings and a discussion about self-management strategies June 26, from 1:30 to 2:30 pm at the West End Public Library, 151 Cambridge St., Boston. For more information or to register for the film screening, call (617) 724-6756.

Wellman Center lecture
The Wellman Center for Photomedicine will host "Photodynamic Therapy: Treating Cancer and Beyond" June 20, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will be held at 2 pm. Stuart K. Bisland, PhD, of the University of Toronto, will present. To see a complete schedule of Wellman Center events, visit *www.massgeneral.org/wellman/calendar.asp.*

MGH research fellows poster celebration
The MGH Office for Research Career Development will host a research fellows poster celebration June 23, from 3 to 6 pm at CNY, Building 114. For more information or to register, call (617) 643-1606 or send e-mail to *orcd@partners.org.*

IN GENERAL

Marjorie Hodges, training coordinator for the MGH Department of Medicine, received the L. James Wiczai Award for Leadership, Excellence and Innovation in Medical Education from Harvard Medical School (HMS). The award honors a staff member from an HMS-affiliated hospital who fosters innovation and excellence in medical education and promotes collaboration between HMS and its affiliated hospitals.

Charles McCabe, MD, of MGH Emergency Services, was selected by students in the Harvard Medical School (HMS) Class of 2006 to receive the Clinical Teaching Award and the Overall Best Teacher Award. **Kate Treadway, MD,** of MGH Internal Medicine, received the HMS Humanism in Medicine Teaching Award.

Four MGH nurses recently were honored at *Nursing Spectrum's* 2006 Excellence Awards ceremony. **Jean Stewart, RN,** of White 6, was chosen as the winner in the Clinical Care category; **Susan Tully, RN;** of Ellison 4, was the winner in the Management category; **Diane Carroll, RN, PhD,** of White 8, was a finalist in the Teaching category; and **Adele Keeley, RN,** of Blake 7, was a finalist in the Advancing and Leading the Profession category.

June 23, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Christopher Stowell, MD, PhD, left, congratulates Moore.

Support service staff members honored

Close to 2,300 operations support service employees gathered under the Bulfinch Tent to enjoy a special luncheon given in honor of Operations Support Staff Day June 13. The annual event is held each summer to recognize the important work support staff members provide to employees, patients and visitors.

A highlight of the occasion was the presentation of the Ricardo Diaz Memorial Award, given to an MGH support service staff member who displays the same dedication and spirit that Ricardo Diaz encompassed. Diaz was a member of the MGH's Buildings and Grounds crew for 12 years. Tragically, he died in 2003 while plowing snow from the sidewalks surrounding the hospital. Diaz's sister, Maria Parada-Diaz of Environmental Services, was a special guest at the event.

This year's Ricardo Diaz Memorial Award recipient, Melvin Brooks of Police and Security, received a standing ovation as guests watched Bonnie Michelman, director of Police and Security, and Peter L. Slavin, MD, MGH president, present Brooks with the award plaque and check.

(Continued on page 2)

Blood Drive Challenge winners

In a fight-to-the-finish race, a team of MGH doctors scored an amazing victory in the second annual Medical Service Blood Drive Challenge. The monthlong challenge was held in May to encourage nurses and physicians to donate blood at the MGH Blood Donor Center. The nurses started out strong during the first week, leading many to believe that they would ultimately be declared the winners. By the end of the challenge, the doctors had achieved a 10.06 percent participation rate, while the nurses were close behind with a 9.82 percent donation rate. The senior resident class of the Medical Service had the highest rate of participation among the doctors, boasting a 53 percent blood donation rate. On the nursing side, White 11 was the leader, with a 52 percent participation rate among nursing staff.

Allan Moore, MD, of MGH Internal Medicine, and Susan Morash, RN, of White 11, were the co-chairs of this year's challenge. "I am so pleased that both the doctors and nurses found time to donate during this blood drive," says Moore. "They are helping their patients in yet another way, by giving the gift of life."

Peter L. Slavin, MD, president of the MGH, invites all MGH employees, staff and volunteers to the

MGH Annual Employee Summer PICNIC

Tuesday, June 27, 2006

Join us for lunch, games and music.

A complimentary picnic-style lunch, provided by MGH Nutrition & Food Service Department, will be served from 11:30 am to 2 pm under the Bulfinch Patio tent, rain or shine.

- MGH Photography will be onsite taking pictures.
- Patriots Experience will offer a Football Toss
- True North Events will provide Carnival games and a Golf Drive Simulator
- Volume II Steel Band will provide music

For evening and night shift employees, refreshments will be served from 10 pm to midnight under the Bulfinch Patio Tent.

Cancer Resource Room celebrates 10 years of compassion and caring

MGHers celebrate the CRR's 10th anniversary.

Before the MGH Cancer Resource Room (CRR) opened its doors 10 years ago, cancer patients at the hospital often struggled to find information about their illnesses. Without an easily accessible, central location for cancer resources and materials, patients would spend hours searching for information, adding a sense of confusion and frustration to an already difficult time in their lives. During the past decade, however, the Cancer Resource Room has helped to fill that void. Hundreds of hospital employees and patients gathered to celebrate the milestone anniversary at an open house held May 31.

Part of the MGH Cancer Center, the CRR provides a quiet and comfortable place where patients and their families can browse through its collection of books, magazines and pamphlets; search the Internet; talk with staff; or simply just relax and unwind. The Treadwell Library has a partnership with the CRR, providing reference resources for help answering more difficult questions. The CRR also collaborates closely with the HOPES Program – an MGH cancer support service – and regularly hosts a number of support groups and educational and wellness workshops. The CRR also has taken the lead in developing patient education materials for the entire MGH Cancer Center.

With supportive staff and a wide array of services and programs, thousands of patients have benefited from the resources available at the CRR. "This room has served as a place of hope during my illness," says one patient. "During treatment, it has helped me to keep in touch with my family and friends outside the hospital. It has given me strength, hope, love and courage during my journey."

The CRR is located in the Yawkey Center for Outpatient Care, 8C. Sally Hooper, MSW, and Debbie Essig, MSW, are its co-directors. For more information, call (617) 724-1822 or visit *www.massgeneral.org/cancer/crr.* ●

MGH Cancer Center raises awareness of men's cancers

Hundreds of passersby received potentially lifesaving cancer awareness information at the MGH's annual Men's Cancer Awareness Fair June 16 under the Bulfinch Tent. Hosted by the MGH Cancer Center, the event attracted men and women alike, including MGH staff, volunteers, patients and visitors. Guests had the opportunity to learn about the kinds of cancers common to men, including prostate cancer and lung cancer. Colorful displays and educational pamphlets provided helpful information about early detection, prevention, and traditional and alternative types of therapies such as acupuncture and massage. Clinicians were on hand to answer questions, and a dietitian was available to discuss good nutrition and tips for living a healthy lifestyle. Participants also had the chance to enter a raffle and enjoy live harp music. For more information about the Cancer Center, call (617) 724-4000. ●

— Support Services

(Continued from page 1)

"An active member of his church, a dedicated father and husband, Mel is truly deserving of this award," said Michelman. "He is a kindhearted, generous and giving person. He is one of the most professional and well-respected individuals working at the hospital today. I am thrilled that Mel is being recognized for his great work and wonderful spirit."

This year's Ricardo Diaz Memorial Award nominees include Merlyn Allman, Georges Antoine, Daniel Ballantine, Maria Barros, Paula Brathwaite, Melvin Brooks, Mahjouba Changaf, Alberto Coll, Mateus Costa, Stephen Fasano, Maria Isabel Gonzalez, Whitfield Goodman, Willie Jackson, Megan Jones, Juan Perez, Donald Smith, Eunice Torres, Belmira Vaz, Hector Ventura, Donald Vigorito and Chung Wah Patrick Wong.

Brooks, front row, center, surrounded by Police and Security colleagues and flanked by Slavin and Michelman.

Pain management resources available

Some patients experience significant pain when they are in the hospital or as outpatients but may not always know how to communicate the extent of their pain with their caregivers. The goal of the MGH's Pain Relief program is for clinicians to assess patients' pain and its effects and to offer pain-related care. Pain-related resources now are available to all clinicians with the introduction of pain care posters, patient brochures, pocket guides and an online information "toolbox" located at *intranet.massgeneral.org/paintoolbox/*.

"We have many resources to help clinicians evaluate and offer treatment for patients who are experiencing pain," says Thomas Quinn, RN, MSN, program director for MGH Cares About Pain Relief. "These resources are meant to help open a dialogue between patients and their caregivers about the extent of the pain experience and how it can be treated. We hope these resources make it easier for clinicians to provide the best possible care for their patients."

Pain management also is a requirement of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), which is scheduled to survey the MGH some time this year. JCAHO requires that all hospitals have an established pain management program and offer education to patients and staff about pain assessment and management.

Some of the pain management resources located on the toolbox website include MGH clinical policies and guidelines; information on how to make referrals to the Pain Management Center or Palliative Care Services; pain medication information; patient information to help cope with pain; and pain assessment instruments such as the Wong-Baker FACES scale. MGHers also can find more information about pain management in the Pain Resources Manual available in all inpatient and some outpatient areas, by visiting the Pain Relief website at *www.massgeneral.org/painrelief/* or by contacting the unit-based clinical nurse specialists, Pain Relief Champions and the Pain Service advance practice clinicians. ●

From left, Kristian Olson, MD, MPH, the first Durant fellow; Sean Durant, Thomas Durant's son; Bajwa, Ronan, Kao and Systrom

Thomas S. Durant, MD, Fellowship holds annual reception

Compassion and action for underserved individuals around the world are only two of the many wonderful characteristics that MGH physician Thomas S. Durant, MD, possessed during his life. Durant spent 33 years at the MGH as assistant director before he passed away from cancer in 2001. During his tenure, he often traveled the world to relieve suffering in countries including Cambodia, Albania, Bosnia, Rwanda, Somalia, Croatia and Afghanistan.

His legacy lives on through the Thomas S. Durant, MD, Fellowship in Refugee Medicine. This past year's Durant Fellowship participants shared some of their experiences from around the world at the program's annual reception June 7 in the Trustees Room.

Laurence J. Ronan, MD, director of the Durant Fellowship, welcomed back Ann Kao, MD, of Internal Medicine and MassGeneral Hospital for Children, who recently returned from serving in Rwanda. Kao described her compelling experiences, serving as the sole physician in one of the many refugee camps and establishing a program to address HIV/AIDS in Rwanda. Ronan introduced the two new Durant fellows, Lucinda Langencamp, RN, of MassGeneral Hospital for Children, who will serve in Rwanda, and Chanda Plong, RN, of Bigelow 11, who will serve on the *USNS Mercy* hospital ship in Indonesia and Cambodia.

The majority of the evening was dedicated to celebrating Indonesia's Abidin Hospital Pulmonary Ward project established in memory of David Nyhan, a longtime friend of the Durant Fellowship. David M. Systrom, MD, director of the Pulmonary and Critical Care Unit Fellowship Training Program, and Ednan K. Bajwa, MD, clinical and research fellow in the Pulmonary and Critical Care Unit, presented their experiences working with this Indonesian hospital. The Nyhan family, Norman Levanthal and other supporters of this project were present to learn about the favorable impact this program is having in the Aceh region of Indonesia.

For more information about the Thomas S. Durant, MD, Fellowship in Refugee Medicine, visit *www.durantfellowship.org* or contact Danica Mari, program coordinator, at (617) 724-3874. ●

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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE events
The MGH Senior HealthWISE lecture series will host "Sleep" June 27, from 11 am to noon in the Walcott Conference Rooms. Kenneth Minaker, MD, will discuss the importance of sleep, challenges for older adults and self-management strategies for sleep disorders. Senior HealthWISE also is offering free hypertension screenings and a discussion about self-management strategies June 28, from 1:30 to 2:30 pm at the West End Civic Association Community Room at One Emerson Place. For more information, call (617) 724-6756.

Methods in Bioengineering conference
The MGH Center for Engineering in Medicine and the Harvard-MIT Division of Health Sciences and Technology are co-hosting the first Methods in Bioengineering Conference July 17 and 18, at the Kresge Auditorium at MIT. The conference will focus on cutting-edge methodology used in the fields of biomaterials, tissue engineering, stem cells and genomics. For more information, visit *cem.sbi.org/MIB/*.

Blood Donor Center sundae party
The MGH Blood Donor Center will offer all whole blood and platelet donors free ice cream sundaes July 5 and 6. Sundaes will be served from 11 am to 5 pm, and those who donate before 11 am will receive coupons to have sundaes later in the day. The Blood Donor Center is located in the Gray Lobby. Appointments are encouraged, and walk-ins are welcome.

Summer 2006 computer training schedule
Partners Information Systems Training is offering summer computer training classes. For a schedule, course descriptions or to register, visit *is.partners.org/training*. Registration forms may be faxed to (617) 724-1402. Schedules and information also are available by calling (617) 724-1229.

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Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;**

by e-mail to *Hotline@partners.org* or

**by mail to the Public Affairs Office,
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www.massgeneral.org/news/

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IN GENERAL

The MGH's Clinical Effort Against Secondhand Smoke Exposure (CEASE) recently was honored by the U.S. Environmental Protection Agency with a recognition award at the Children's Environmental Health Excellence Awards in Washington, DC. The awards recognize individuals and organizations for their commitment to protecting children from environmental health risks. CEASE works with children's clinicians by matching local or national smoking cessation programs with parents who wish to quit smoking.

Bradford and Makadon

Caring for the "invisible patient"

As with all patient populations, there are important concerns related to providing optimum care to gay, lesbian, bisexual and transgender patients. To help educate the MGH community about the topic, the Patient Care Services Diversity Committee recently sponsored a presentation on gay, lesbian, bisexual and transgender health care.

More than 100 attendees heard from the Fenway Institute presenters Harvey J. Makadon, MD, director of Education and Professional Training, and Judith B. Bradford, PhD, co-chair and director of Lesbian Health Research. Makadon and Bradford outlined the unique concerns related to health care for gay, lesbian, bisexual and transgender patients, and explained the population's core clinical issues, demographics and emotional concerns. They also offered suggestions for meeting the specific health care needs of these patients. Bradford's presentation included an explanation of her innovative research methodology to study these "hidden populations." The forum ended with a question and answer period.

For more information about the presentation, contact Deborah Washington at (617) 724-7469.

June 30, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

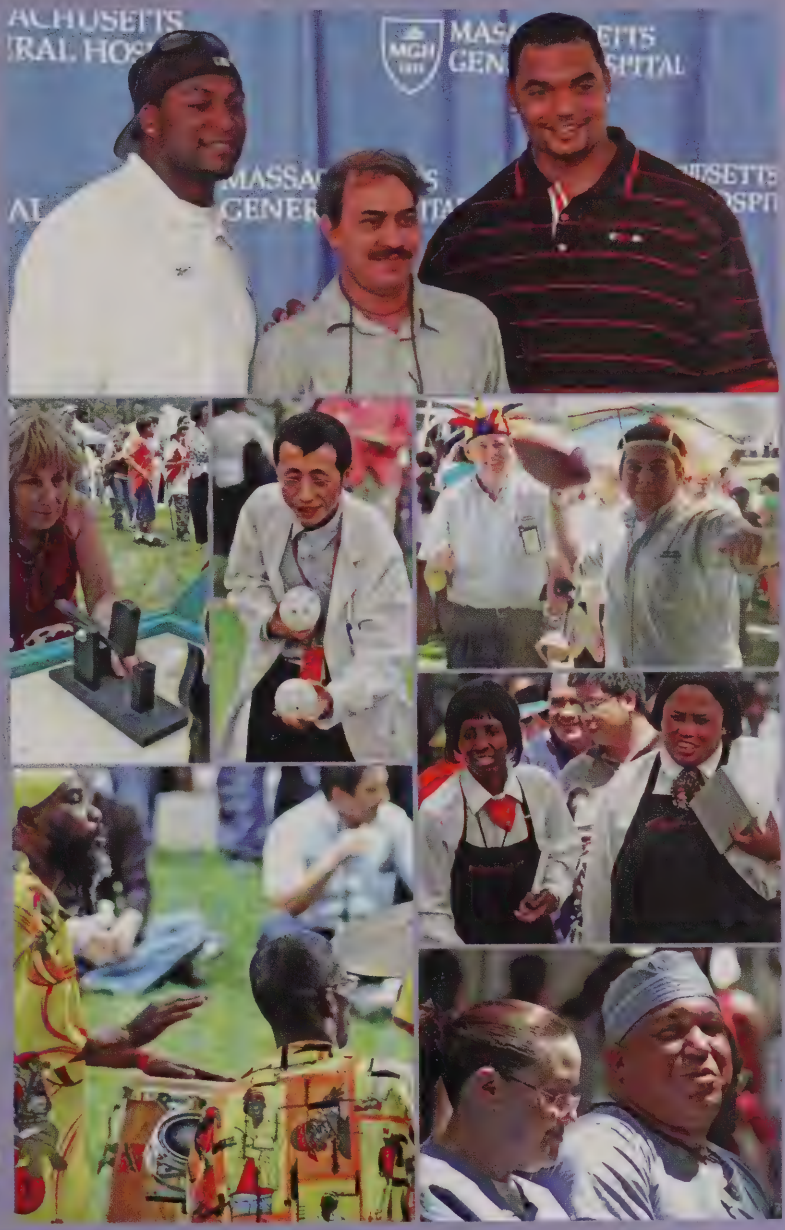
MGHers celebrate at annual Employee Summer Picnic

A week of rainy weather took a well-timed and welcome hiatus June 27 as hundreds of MGH employees gathered for the annual Employee Summer Picnic held under the Bulfinch Tent and on the lawns. Invited to the event by Peter L. Slavin, MD, MGH president, employees celebrated the summer sunshine with boxed lunches and snacks provided by MGH Nutrition and Food Services, carnival games by True North Events and Catering, and live music from the Volume II Steel Band. Guests also had the chance to try their hand at throwing a football like a pro at the Patriots Experience Football Toss. MGH Photography was on hand to capture these moments on film, and members of MGH Police and Security helped to ensure everyone's safety.

The highlight of the event was the appearance of special guests – New England Patriot, Richard Seymour, defensive tackle, and Eric Alexander, linebacker. MGH employees eagerly lined up to personally meet the football stars and have a special commemorative photo taken with them *(top right)*.

Evening-shift employees didn't miss out on the fun. They attended a special nighttime celebration from 10 pm to midnight under the Bulfinch Tent. Guests at the evening event also enjoyed boxed dinners and had the chance to play some of the same carnival games.

Employees also could pick up a photo frame gift with the words "The Power of Determination," which is the theme from the latest MGH ad campaign featuring New England Patriot and former MGH patient Tedy Bruschi.



MGH physicians perform at Partners Night at the Pops 2006

The ninth annual "Partners Night at the Pops: A Celebration in Honor of Our Physicians," was held June 23 at Symphony Hall. Led by Pops guest conductor Bruce Hangen, the Boston Pops Orchestra began the program with a musical tribute to all things Boston and ended with guest vocalist Steve Tyrell's salute to "the best American pop singer of the 20th century," Frank Sinatra.

The highlight of the evening came during the talent segment when 10 Partners physicians narrated the characters in Sergei Prokofiev's classic piece "Peter and the Wolf." The characters in the Partners version each were

(Continued on page 3)

HIPAA knows no boundaries

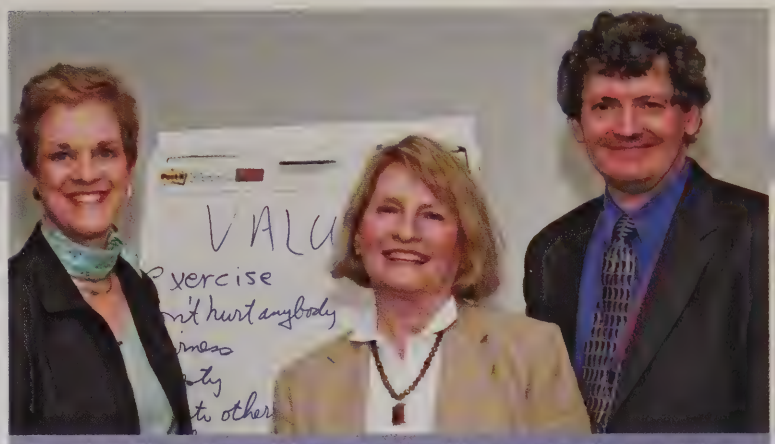
To help MGH employees and staff avoid privacy breaches under the Health Insurance Portability and Accountability Act (HIPAA) guidelines, the MGH offers continuing education about HIPAA rules and regularly publishes questions about patient confidentiality in the *MGH Hotline,* which are answered by Eileen Bryan, MGH's HIPAA compliance specialist.

HIPAA is a comprehensive law that addresses various aspects of the health care system – such as increasing the portability of health care coverage for individuals changing jobs and increasing efforts to prevent health care fraud and abuse. One of the most significant aspects of HIPAA is that it ensures the privacy and security of electronic interchange of health care information. All health plans, health care clearinghouses and any health care providers must comply with HIPAA regulations. The goal is to protect the privacy and security of health information.

"At the MGH, our relationship with our patients is built on trust," says Bryan. "Patients trust that they will receive the best quality health care, and that we will protect their health information. If our promise to keep their information confidential is not upheld, patients would be reluctant to share the information that we need to know in order to provide them with the best quality care and services. We treat all our patients, including employees who also are patients, with the same respect and dignity in regard to their health information."

Q. *Some employees may feel that it is OK to have a discussion behind closed doors with leadership or medical staff during which a patient is identified and his or her health information is discussed. After all, aren't these meetings confidential in their own right?*

A. No. If the individuals present in the room are not involved in a patient's care, they do not have a legitimate need to hear the details about the patient. HIPAA requires all staff to maintain a minimum necessary standard at all times. This means that only the minimum information should be shared to meet the reason for the disclosure or to make one's point about a topic. Staff members should refrain from identifying patients as much as possible while still making the information useful for the intended purpose. Employees may be speaking in front of other MGH employees who are patients, and they too would want colleagues to treat their information with confidentiality. It doesn't matter if the doors are closed and the meeting is labeled as confidential, staff members still should follow the federal standards under HIPAA. For more information, MGHers can access the Minimum Necessary Policy in the Trove Privacy and Security Manual online at *intranet.massgeneral.org/hipaa/default.asp.* ●



From left, Eleanor Susan Edgerton-Levitan, PA, executive director of the Stoeckle Center and Michael J. Barry, MD, medical director at the Stoeckle Center

Stoeckle Center seminar on "juggling"

MGH staff had the opportunity to learn the art of "juggling" at the Stoeckle Center seminar "Join the Juggler's Aid Society: Thriving Not Just Surviving in Primary Care," with guest speaker Linda Hawes Clever, MD, MACP, president of RENEW. Seminar guests learned about the challenges of juggling their life priorities such as work, family and relationships. Clever made the analogy that some priorities can be dropped like a rubber ball and bounce back, while others are made of "glass" and could shatter.

Clever presented information to help busy health care professionals regain and maintain their vitality in the face of competing professional and personal demands. "When doctors and nurses are drained and distracted, it becomes an issue for their patients, their families and the larger community," Clever said. "Taking care of yourself is not selfish, it's self-preservation."

Launched in 2000 by Clever, RENEW began as a response to the exhaustion she saw among her health care colleagues at the California Pacific Medical Center and the American College of Physicians. ●

MGH Chelsea shares safety tips

Parents and children learned some important safety lessons at the MGH Chelsea HealthCare Center's annual Family Summer Safety Fair and Bike Rodeo held June 10. In preparation for the months of warm weather activities ahead, volunteers performed bike and helmet safety checks to ensure that both were appropriately sized for each child. The Child Identification Program (CHIP) took dental images, fingerprints and videos of young attendees for parents to keep on record in the event of an emergency. Educational materials about sun, home, water, fire and car safety also were available for families. Other fun activities included face painting, bike raffles, hula-hoop and coloring book contests and live entertainment.

A young guest with McGruff the Crime Dog

MGH HOTLINE

JCAHO Jeopardy Championship

Alex Trebek was nowhere in sight, but that didn't stop three MGH ambulatory care teams from battling for the grand prize in the JCAHO Jeopardy Championship held June 23 in the Simches Center. The competitors – the Metabolic Mavericks from the Endocrine Unit, the Central Arteries from Vascular Surgery, and the Vincent team from the MGH Vincent Obstetrics and Gynecology Service – tested their knowledge in a variety of categories ranging from infection control to medication management. Although the Metabolic Mavericks were the leaders throughout much of the game, the Vincent team emerged as the victors after providing the correct answer to the final Jeopardy question.

Winning team members Patricia Bergquist-Diaz, RN, and Miriam Cabral

The MGH version of the game is a creative way for outpatient practices to prepare for the upcoming, unannounced Joint Commission on Accreditation of Health Care Organizations (JCAHO) survey. A total of 19 teams from the ambulatory care practices participated in the contest, answering questions from weekly quizzes distributed by e-mail. Teams had three days to answer questions and submit them to the Practice Support Unit, which coordinated the game. The three teams with the highest cumulative scores competed in the championship.

A reception was held at the conclusion of the championship, where all of the teams were presented with trophies in honor of their hard work.

To learn more about the JCAHO survey, visit *www.massgeneral.org/jcaho.* ●

MGH participates in Field of Dreams benefit

Boston's rainy spring weather turned to warm sunshine in time for the ninth annual ABCD Field of Dreams benefit softball game at Fenway Park June 12. Twenty-four Partners physicians, nurses and other health care professionals (shown above) from the MGH and BWH played to support Boston's anti-poverty agency Action for Boston Community Development. Partners Community Benefit Programs provide funding for the event, which has raised more than $1 million for anti-poverty programs over the past eight years.

MGH team members were led by David F. Torchiana, MD, and included David Roberts, MD; Henry Chueh, MD; Joseph Betancourt, MD; David Greer, MD; Karen Lynch, RN; Gregg Meyer, MD; Daniel Ryan, MD; Emmett Schmidt, MD; Denise Palumbo, RN; and Jennifer Wargo, MD.

— Pops night

(*Continued from page 1*)

represented by an instrument and brought to life with perfectly suited props. Wearing an urchin's cap, MGH physician Timothy G. Ferris, MD, MPH, of MassGeneral Hospital for Children and Internal Medicine, narrated the role of Peter while Sandy S. Tsao, MD, of MGH Laser and Cosmetic Dermatology, proudly wore her duck hat until she met her untimely end in the wolf's jaws.

Adding to the enjoyment of the 1,400 physicians and guests in attendance, customized illustrations featuring the physicians "in character" were created by a local artist and projected on the stage. ●

Ferris and Tsao

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MGH HOTLINE

Senior HealthWISE medication workshop

MGH Senior HealthWISE will offer a "Be Med Smart" medication workshop July 3, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St., Boston. Topics will include tips for organizing medications and instructions on how to complete a "Be Med Smart" card that includes all medical information and can be given to health care personnel in an emergency. Blood pressure checks also will be available. This event is free for seniors age 60 years and older, and registration is required. For more information or to register, call (617) 724-6756.

Nesson Award nominations

Nominations for the H. Richard Nesson, MD, Awards now are being accepted. The awards are sponsored by Partners Community HealthCare, Inc. (PCHI) and are given to programs that have exemplified innovation, collaboration and excellence. Nomination forms are available at *pchinet.partners.org/internet/index.htm* or by contacting Ruth Neuhaus at *rneuhaus@partners.org.* Nominations are due by July 15 and should be submitted to Neuhaus by email. For more information, call (781) 433-3032.

Red Sox Remy Report blood drive

The Red Sox Remy Report and the MGH and BWH's Blood Donor Centers will be co-hosting a blood drive July 11 through 14. All donors will receive an autographed Remdawg t-shirt and will be entered into a drawing to win two tickets to a Red Sox game. The MGH Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. Appointments are encouraged, but walk-ins are welcome. For more information, call (617) 726-8177.

Design and Conduct of Clinical Trials course

The MGH Clinical Research Program, in collaboration with the MGH Cancer Center and the MGH Infectious Disease Unit, is offering "Design and Conduct of Clinical Trials" Mondays and Thursdays in September and October, from 5 to 6:15 pm. Participants will learn how to envision, plan, develop and execute effective clinical trials. Enrollment is limited, and there is a $200 registration fee. To view a course outline or to register, visit *hub.partners.org.* For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-5010.

A grant recipient, right, describes her project.

Making a Difference grants improve care

MGHers honored the recipients of this 2006 Making a Difference grants at a poster display and reception held June 6 in the Trustees Room. The Making a Difference program – which is sponsored by the MGH and the Massachusetts General Physicians Organization – offers up to $5,000 in support of employee initiatives that improve the quality of care at the hospital for patients and their families. Some of the projects piloted by this year's 20 grant recipients include a teen oncology support group, a pediatric epilepsy educational program and the creation of therapeutic activity kits for patients.

The annual Making a Difference poster display is being showcased in the Main Corridor until July 7. For a complete list of individual grant winners and their projects, visit *intranet.massgeneral.org.* To request an application for the 2007 Making a Difference grants, contact Melanie Cassamis at (617) 726-1916 or *mcassamis@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Suzanne Y. Kim, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

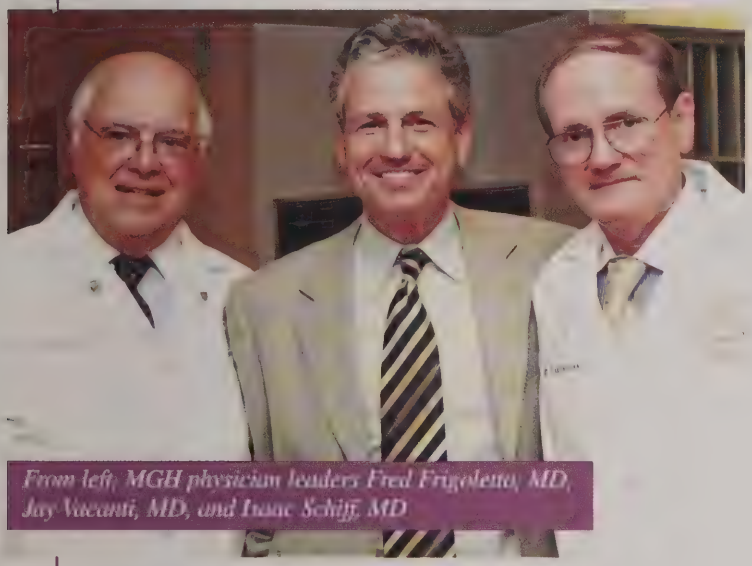
July 7, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

NICU of the future opens on Blake 10

Following three years of planning and construction, the MGH's new, state-of-the-art Newborn Intensive Care Unit (NICU) at last celebrated its completion with a festive open house June 29. Located on Blake 10, the new unit features 13,110 square feet of contemporary clinic and patient care space.



From left, MGH physician leaders Fred Frigoletto, MD, Jay Vacanti, MD, and Isaac Schiff, MD

The new NICU is five times as large as the former unit on Ellison 3 and can serve up to 18 newborns and their families at full capacity. "This is really a 'NICU of the future,'" says Robert Insoft, MD, medical director of the NICU. "Not only does the design of this larger unit encompass the whole family, but it also includes operating room space for general surgical or cardiac procedures to take place in the unit. This allows our clinicians to perform procedures without having to move the newborns."

As a family-focused area, the new NICU features comfortable and private space for each family to ensure that the infant and parents are comfortable. "Each baby has a private area dedicated to him or her so that family members can have some privacy with their newborn," says Jennifer Cheney, MHA, NICU operations coordinator. "A number of rooms include a day bed and extra chairs so that parents can stay overnight with their infant."

One of the major aesthetic differences between the former and new NICU is a beautiful view of the Charles River along one side of the unit and a charming view of downtown Boston along the other side. Parents and siblings can make use of a special waiting area equipped with free wireless Internet access, a children's play area and a large tropical fish aquarium.

"The design of our new NICU gives us the opportunity to partner with parents and include them in all aspects of their infants' care," says Peggy Settle, RN, NICU nurse manager. "We are proud to have one of the most modern NICUs in northeast America."

The Blake 10 NICU will be open to patients beginning in August. Others involved in developing the new NICU are Peter L. Slavin, MD, MGH president; Dorothy Haney, MGH Real Estate project manager; Payette Architecture Associates and Walsh Brothers.

MGH fourth in best hospitals list for 2006

U.S. News & World Report has released its much-anticipated "America's Best Hospitals" honor roll for 2006, ranking the MGH fourth in the nation. MGH Psychiatry again ranked first in its category for the 11th year in a row. BWH also made the hospital honor roll, ranking 11th.

Johns Hopkins Hospital in Baltimore was ranked first overall, the Mayo Clinic in Rochester, Minn., ranked second and Cleveland Clinic ranked third. Other Partners institutions that ranked in their area of specialty include McLean Hospital, ranking fourth in psychiatry, and Spaulding Rehabilitation Hospital, ranking seventh in rehabilitation. In addition, Massachusetts Eye and Ear Infirmary, a sister institution of the MGH, ranked third in the ear, nose and throat category and fourth in ophthalmology.

The annual publication of the honor roll has become a resource for the general public in choosing hospitals for medical care. The publication ranked 176 medical centers based on a point system — two points for ranking close to the top in a specialty and one point if slightly below. All of the institutions had to achieve a high ranking in at least six specialties.

The MGH and BWH have been among the leading institutions since the publication began conducting the survey in 1990. For more information about the "Best Hospitals" issue, visit *www.usnews.com.*

MGH RANKINGS BY SPECIALTY:

Cancer	15
Digestive	4
Endocrinology	3
Gynecology	6
Heart and heart surgery	4
Kidney	4
Neurology and Neurosurgery	3
Orthopaedics	3
Psychiatry	1
Pediatrics	21
Respiratory	4
Rheumatology	8
Urology	9

STATUS REPORT:

MGH Safety Reporting System progressing

Since the launch of the new web-based Safety Reporting System in March, more than 5,000 staff members have been trained on the easy-to-use system that replaces the hospital's paper-based incident reporting process. The new system allows staff to submit online reports about any type of safety concern, incident or "close call."

"We are very pleased with how the system's rollout has been progressing," says Gregg Meyer, MD, medical director for the Massachusetts General Physicians Organization. "While many people would be surprised that we would like incident reports to be submitted, that is precisely our goal. If our doctors, nurses and support staff report any kind of safety concern they might have, the hospital can identify problem areas or trends that need to be addressed. This leads to a safer environment for our patients and a more prominent culture of safety for our employees."

The reports are reviewed by the MGH Office of Quality and Safety within 24 to 48 hours of submission and then are sent to the appropriate quality committees or departments for immediate investigation.

"We have been getting helpful feedback from our large user groups that has been useful in addressing some system glitches," says Joan Fitzmaurice, RN, PhD, director for the MGH Office of Quality and Safety. "We are very encouraged that the system is working and will be a tremendous asset to the entire hospital once all clinicians and staff have been trained and are comfortable using it."

Phase two of training is under way and includes physicians, administrative departments, outpatient practices – including primary care, specialty practices, and the health centers – as well as new house staff and other medical trainees. Phase three training – from September through December – will include researchers and research administration.

Visit *http://safety.massgeneral.org* for more information about training – including schedules, online tutorials and self-training modules. For more information, call (617) 726-0167. For help reporting an event using the new system, page the Safety Reporting – Help beeper at 1-2355. ●

Schneider, left, accepts the award.

NCLIS honors Treadwell Library

The National Commission on Libraries and Information Science (NCLIS) recently selected the MGH's Treadwell Library as the second place winner for the 2006 Health Information Award that recognizes outstanding health information programs. The Treadwell Library was one of 10 finalists for the national award in recognition of the Access to Resources for Community Health (ARCH) program. Established in 2000, ARCH is a partnership between the Treadwell Library and MGH Community Health Associates and provides high-quality health information to the diverse communities the MGH health centers serve. Elizabeth Schneider, director of the Treadwell Library, accepted the award on behalf of ARCH. For more information about the Treadwell Library, visit *www.massgeneral.org/library.* For more information about ARCH, visit *www.arch-mgh.org.* ●

MGH vascular laboratory receives three-year accreditation

MGH's Vascular Diagnostic Laboratory was one of a select few vascular labs in the U.S. to meet or exceed the Intersocietal Commission for the Accreditation of Vascular Laboratories (ICAVL) standard for noninvasive vascular testing. The ICAVL granted the MGH lab with a three-year accreditation for its continued commitment to providing a high level of patient care and quality testing for the diagnosis of vascular disease. The lab also is the first in Massachusetts to be accredited in all five testing areas – extracranial cerebrovascular, intraranial cerebrovascular, peripheral venous, peripheral arterial and visceral vascular.

Cardiovascular disease is the leading cause of death in the U.S., costing more than $83.7 billion each year in health services, medications and lost work time due to disability. Early detection of these life-threatening diseases is possible through the use of non-invasive vascular testing techniques performed within vascular laboratories such as the MGH's Vascular Diagnostic Laboratory.

MGH HOTLINE

Graduates, left, read from personal essays. Yoon, right, congratulates participants.

Education is the key to success for graduates

As a world-renowned health care institution, the MGH attracts employees from all across the world, and many of these MGHers do not speak English as their primary language. Through the MGH Workplace Education Program, the hospital offers free literacy and English for Speakers of Other Languages (ESOL) classes to these employees. The achievements of the 103 students in this year's program were honored at the annual "Celebration of Achievement" graduation ceremony June 23.

The program began with welcoming remarks from Carlyene Prince-Erickson, director of Employee Education and Leadership Development, who served as mistress of ceremonies for the event. She invited some of the graduates to the stage to share excerpts from personal essays they had written. Jeff Davis, senior vice president for Human Resources, introduced keynote speaker Sam Yoon, Boston city councilor-at-large and the first Asian-American to hold elected office in Boston. Yoon congratulated the graduates for making education a priority in their lives. "Everyone in this country is from a family of immigrants," he said. "They had to do what you are doing now, work hard and educate themselves for a better future." He also commended the MGH for making the commitment to helping employees for whom English is not their native language.

Every student received a certificate of recognition and a yearbook. Two of the students – Amarillis Pina, a nursing assistant on Ellison 12, and Maria Cardoso, of Environmental Services – received special recognition at the ceremony for recently earning their high school graduation equivalency diplomas (GEDs). Other honorees were the program's volunteers and class instructors, who also received certificates.

The ceremony concluded with special thanks to Jane Ravid, lead ESOL teacher, who celebrated her last year with the program. ●

Sims wins AAMI's top honor

The Association for the Advancement of Medical Instrumentation (AAMI) recently awarded Nathaniel M. Sims, MD, of the MGH Department of Anesthesia and Critical Care, the prestigious AAMI Foundation Laufman-Greatbach Prize, the society's highest honor. The award recognizes an individual or group who has made a significant contribution to the advancement of medical instrumentation.

Sims

Among his many accomplishments, Sims and his colleagues developed technologies to improve patient care and safety. These include flexible monitoring – a system of portable monitors that can be moved between patient floors and track a patient's condition at all times – as well as smart infusion pumps, which contain a pre-programmed drug dosing library to reduce medication errors.

Robert Stiefel, MS, CCE, chairman of the Board of Directors of the AAMI and director of Clinical Engineering at the University of Maryland Medical Center, presented the award to Sims at a ceremony held June 25 in Washington, DC. ●

Remy Report blood drive hits a homerun for patients

With the Red Sox currently boasting one of the best records in baseball, MGH Red Sox fans have a new reason to rally. Jerry Remy – a former Red Sox player, a Red Sox commentator for the New England Sports Network and host of the Remy Report – is teaming up with the MGH and BWH's Blood Donor Centers for a blood drive July 11 through 14. All donors who participate in the blood drive will receive an autographed Remdawg T-shirt and will be entered into a drawing for two tickets to a Red Sox game. Most importantly, all donations will help save the lives of the real heroes: MGH patients.

The MGH Blood Donor Center is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. Appointments are encouraged, and walk-ins are welcome. For more information about donating blood at the MGH Blood Donor Center, call (617) 726-8177. For more information about the blood drive, visit *www.remyreport.com.* ●

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MGH HOTLINE

IN GENERAL

Emery N. Brown, MD, PhD, of the MGH Department of Anesthesia and Critical Care, has been elected a fellow of the American Institute of Medical and Biological Engineering. Brown was recognized for his contributions to the development of signal processing methods for the study of neural systems.

Francis L. Delmonico, MD, of MGH Transplant Surgery, recently received the 2006 David M. Hume Award from the National Kidney Foundation. The award recognizes extraordinary lifetime achievement and is the foundation's highest honor. Delmonico also has been appointed the director of Medical Affairs of the Transplantation Society and has received a joint appointment as an expert consultant to the World Health Organization on matters of organ donation and transplantation.

Elizabeth Schneider, director of the Treadwell Library, participated in the spring session of the BioMedical Informatics Course sponsored by the National Library of Medicine and held at the Woods Hole Marine Biological Laboratory. Medical librarians, educators and physicians from around the world are eligible for the biannual, competitive weeklong fellowships.

Constance Dahlin, APRN, BC, of MGH Palliative Care Services, is this year's recipient of the Hospice and Palliative Nurses Association's (HPNA) 2006 "Leading the Way" award. Dahlin served as HPNA president in 2004, and during her tenure membership grew to more than 7,000. She was presented the award at the HPNA's Annual Assembly in Nashville.

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www.massgeneral.org/news/

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(617) 726-2206

WHAT'S HAPPENING

Be Ready: Prepare to Respond
The MGH Emergency Preparedness Committee will sponsor two information tables July 19 from 7 am to 5 pm in the Main Corridor. Staff, patients and visitors are encouraged to stop by the tables, which will have helpful information about emergency planning for both families and MGH staff. Emergency planning experts will be on hand to answer any questions, and individuals can enter a raffle for the chance to win one of two emergency kits that will be on display. For more information, contact Craig Cochran at (617) 726-0312.

Senior HealthWISE presents lecture and film series
Senior HealthWISE will offer, "Osteoporosis" July 11 from 11 am to noon in the Walcott Rooms in the WACC. Speaker Katherine Hesse, MD, of MGH Senior Health, will discuss osteoporosis and its challenges, prevention and management tips. On July 13, Senior HealthWISE will host the film, "Fever Pitch," from 1 to 3:30 pm in the Haber Conference Room. Registration for the film is required. Admission to both events is free. For more information, call (617) 724-6756.

In memoriam: Robert McCluskey, MD

Robert Timmons "Mac" McCluskey, MD, former chief of MGH Pathology and an internationally renowned professor of Pathology at Harvard Medical School (HMS), died recently at the age of 83, after a long battle with prostate cancer.

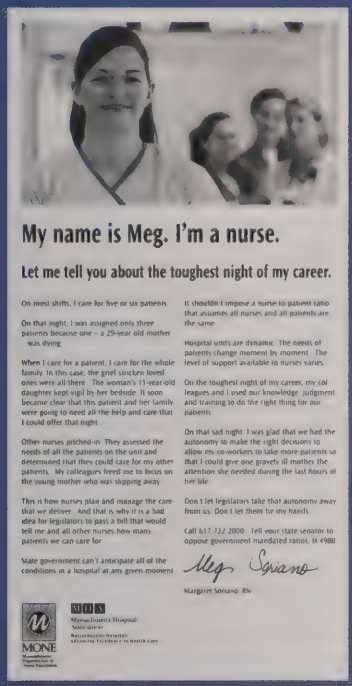
McCluskey received his medical degree from New York University School of Medicine in 1947 and later was appointed to a faculty position in the Department of Pathology at the same school. In the late 1960s, he was recruited as chairman of the Department of Pathology at the State University of New York at Buffalo and then came to HMS serving as the S. Burt Wolbach Professor and chairman of Pathology at Children's Hospital. In 1974, he became the Benjamin Castleman Professor and chief of Pathology at the MGH, a position he held until his retirement in 1991.

His many awards and honors include serving as president of the International Academy of Pathology and founding editor of the *Clinical Immunology and Immunopathology.* Recently he was awarded a Lifetime Achievement award from the Renal Pathology Society. At the MGH, the Department of Pathology sponsors the Robert T. McCluskey Fellowship in his honor, given to an outstanding resident interested in immunopathology.

July 14, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



My name is Meg. I'm a nurse.

Let me tell you about the toughest night of my career.

On most shifts, I care for five or six patients.

On that night, I was assigned only three patients because one – a 29-year old mother – was dying.

When I care for a patient, I care for the whole family. In this case, the grief-stricken loved ones were all there. The woman's 13-year-old daughter kept vigil by her bedside. It soon became clear that this patient and her family were going to need all the help and care that I could offer that night.

Other nurses pitched in. They assessed the needs of all the patients on the unit and determined that they could care for my other patients. My colleagues freed me to focus on the young mother who was slipping away.

This is how nurses plan and manage the care that we deliver. And that is why it is a bad idea for legislators to pass a bill that would tell me and all other nurses how many patients we can care for.

State government can't anticipate all of the conditions in a hospital at any given moment. It shouldn't impose a nurse-to-patient ratio that assumes all nurses and all patients are the same.

Hospital units are dynamic. The needs of patients change moment by moment. The level of support available to nurses varies.

On the toughest night of my career, my colleagues and I used our knowledge, judgment and training to do the right thing for our patients.

On that sad night, I was glad that we had the autonomy to make the right decisions to allow my co-workers to take more patients so that I could give one gravely ill mother the attention she needed during the last hours of her life.

Don't let legislators take that autonomy away from us. Don't let them tie my hands.

Call 617-722-2000. Tell your state senator to oppose government mandated ratios. H #988

Meg Soriano

Margaret Soriano, RN

MONE

MHA Massachusetts Hospital Association

Massachusetts Hospitals: advancing excellence in health care

MGH nurse in ad campaign

MGH staff nurse Meg Soriano, RN, was featured in a full-page ad published in the *Boston Globe* July 11 *(shown above)* that focuses on the issue of government-mandated ratios for nursing staff.

Sponsored by the Massachusetts Hospital Association and the Massachusetts Organization of Nurse Executives, the ad features a letter from Soriano describing one of the most difficult moments of her nursing career, caring for a dying woman and her family. Her colleagues pitched in to care for Soriano's other patients so she could focus on this family in need.

Middleton is "cut above the rest" for MGHC patient

For Ron and Kim Supino, of Middleton, Mass., their son's battle against cancer became the town's mission to help one of their own. Last month 7-year-old MassGeneral Hospital for Children (MGHC) patient Jack Supino was told that his stomachaches were caused by a form of cancer called neuroblastoma. Although he was strong in the face of this news, his immediate concern was that he would lose his hair, since he had had a classmate who had lost his hair from chemotherapy treatments.

In a major show of support for the young boy, the town of Middleton held a four-day "shave-a-thon." Twenty hairdressers converged at the local school expecting a few dozen supporters to show up and have their hair cut. To everyone's surprise, more than 1,000 people, including Jack's friends and classmates, turned up to have their heads shaved to show Jack that he was not alone and to make him feel better. The event raised more than $13,000.

Among the many who showed up to support Jack was a contingent from the Middleton Police Department and former and current employees of the family-owned Supino's restaurant in Danvers. The good news is that the cancer, which affects infants and children under 10, is treatable and curable.

Jack recently celebrated his eighth birthday at the MGHC and began the first of five rounds of chemotherapy. When he saw photos of all of his shaved supporters, he smiled and laughed. Upon his arrival back home, Jack, who still had most of his hair, was freshly buzzed to join his many new friends. ●

Jack, right, celebrates his birthday with his friends at the MGHC.

MGH selected as a Best Employer for Be Fit program

It has been a year and a half since the MGH started its Be Fit program and already it is gaining national recognition. This June, the National Business Group on Health honored more than 30 U.S. employers – including the MGH – for encouraging healthy lifestyles for their employees. The MGH received a Best Employers for Healthy Lifestyles Award in the Silver category, which recognizes employers that have initiated programs or services to promote healthier lifestyles. The overall goal of the awards program is to motivate all employers to take action to encourage health and fitness.

According to the National Business Group on Health, obesity and unhealthy lifestyles have been found to result in loss of productivity in the workplace. Based on this recent urgency to prioritize employee health, many American businesses have made efforts to reduce obesity, promote healthier lifestyles and increase the quality of life for their employees.

The MGH's Be Fit program takes on a similar mission by encouraging employees to incorporate healthy nutrition and exercise into their daily lives. The Business Group's Institute on the Costs and Health Effects of Obesity acknowledged the MGH for the Be Fit program's implementation of incentives to increase employee participation through team competitions, convenient fitness center access at The Clubs at Charles River Park, weight management support groups through team participation and changes in the cafeteria options to cater to the Be Fit program's healthy eating mission.

With ready-made Be Fit lunches in hospital cafeterias, scheduled walks, team exercise sessions and regular weigh-ins, employees throughout the MGH have participated in the quarterly competitions in a race to a healthier lifestyle.

For more information about the Be Fit program, visit *intranet.massgeneral.org/befit/index.htm.*

Sox fans give red for chance at prizes

MGH Red Sox fans like Daniel Dolan of the PACU (*shown above at right with Dennis Feeney, RN, of the Blood Donor Center*) have received a special bonus for donating blood this week. As part of the Remy Report Blood Drive with the MGH and BWH held through July 14, donors have received an autographed Remdawg T-shirt and have been entered into a drawing for two tickets to a Red Sox game. Jerry Remy – a former Red Sox player, current Red Sox commentator for the New England Sports Network and host of the Remy Report – generously donated the T-shirts and the tickets and has been promoting the blood drive on his website.

"This has been a terrific partnership with the Remy Report and the Red Sox," says Kate DeCoste, of the MGH Blood Donor Center. "The drive has helped us boost donations when we need it most during the summer months."

Another summertime benefit to donating blood at the MGH center is a special promotion with Jet Blue Airlines. Anyone who donates during July and August will be entered into a raffle for two Jet Blue tickets to any location in the United States.

The MGH Blood Donor Center is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. Appointments are encouraged, and walk-ins are welcome.

For more information about donating blood at the MGH Blood Donor Center, call (617) 726-8177. ●

MGH HOTLINE

Ojimba honored by Pope Benedict XVI

Rev. Felix Ojimba, MGH chaplain, recently was elevated to monsignor by Pope Benedict XVI at an investiture ceremony held at the Holy Trinity Cathedral in Orlu, Nigeria. A mass and reception were held later at the Cathedral of the Holy Cross in Boston, which more than 100 of Ojimba's MGH colleagues attended. Ojimba was honored with the title of monsignor in recognition of his services to the church in Nigeria and the U.S. Since he was ordained as a Roman Catholic priest in 1973, Ojimba has served the church in a variety of capacities, and has been a chaplain at the MGH since 1996. ●

Ojimba, center, celebrates his elevation to monsignor.

Safety first: Using patient identifiers

An important component of patient safety is to identify patients accurately and match the patient's identity with the correct treatment or service. The fast-paced nature of medical care can sometimes cause challenging situations for clinicians to correctly identify patients when providing care. This is why the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has made patient identification the first of its National Patient Safety Goals.

The MGH has implemented policies to help clinicians with the patient identification process in both inpatient and outpatient settings. Two patient identifiers must be used before any treatment or service is provided to the patient to ensure the appropriate care is given. The same two identifiers must be verified in two locations before treatment begins. For example, if a nurse is giving a patient medication, he or she would match the name and medical record number on the patient's wristband to the name and medical record number on the medication administration record.

fyi
SAFETY COMES FIRST
As part of the MGH's commitment to patient safety, outpatient practices and health centers must use at least two forms of patient identification:
• PATIENT'S NAME
• PATIENT'S DATE OF BIRTH
• PATIENT'S MEDICAL RECORD NUMBER
• PATIENT'S SOCIAL SECURITY NUMBER
• FACIAL RECOGNITION
Make sure the two identifiers you use are consistent with what your practice is using. Have a third identifier as back-up.
For more information, call 726-5109

For inpatient units, the two identifiers must be the patient's name and medical record number. In outpatient areas, the identifiers should be two of the following: patient's name, medical record number, social security number, date of birth or facial recognition. Outpatient staff should make sure that the two identifiers they use are consistent with what their practice is using and should have a third identifier as back-up.

For more information about patient identifiers or the upcoming JCAHO survey, visit the hospital's JCAHO website at *www.massgeneral.org/jcaho.* ●

'Tis the season for academic excellence

The MGH and the Massachusetts General Physicians Organization (MGPO) recently awarded several scholarships to high school seniors pursuing higher education in the field of health care.

The first scholarship was established in 2003 by the MGH and the MGH Community Benefit Program to honor Sen. Edward M. Kennedy for his dedication to health care and equal economic opportunity. This scholarship was created for ProTech graduates continuing their education in areas of health care. The following recipients were selected based on their high school academics and hospital internships: Dominica Campbell, Marc Fleury and Mireille Kamanzi.

This year MGH Patient Care Services and the MGPO established a scholarship named after Sarah Stowell, RN, the first African-American nurse to graduate from the MGH School of Nursing in 1953, and Chester M. Pierce, MD, a prominent MGH psychiatrist. These scholarships were awarded to the following Health Careers Academy graduates for academic merit and pursuit of higher education in nursing and other health care professions: Christina Joseph, Jaleesa Vazquez, Peggy Volcy, Sandra Otote, Jenny Bien-Aimé, Alicia Bramwell, Kendra Liburd, Jennifer Molina, Dominque Radden and Satie Shiwbodh.

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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE medication workshop
MGH Senior HealthWISE will offer a "Be Med Smart" medication workshop July 24, from 1:30 to 2:30 pm at the West End Library, 151 Cambridge St., Boston. Topics will include tips for organizing medications and instructions on how to complete a "Be Med Smart" card that contains all medical information and can be given to health care personnel in an emergency. Blood pressure checks also will be available. This event is free for seniors age 60 years and older, and registration is required. For more information or to register, call (617) 724-6756.

2007 Making a Difference grant proposals
Proposals currently are being accepted for the 2007 Making a Difference grant program, which supports new initiatives and pilot projects that improve care for patients, services for families and the work environment for MGH employees. Proposals must be for new projects; existing programs and projects are not eligible for funding. All MGH and MGPO employees, volunteers and Bulfinch temps are welcome to apply. The application deadline is Aug. 15. To request an application packet, contact Melanie Cassamas at *mcassamas@partners.org*. For more information, call Cassamas at (617) 726-1816.

Be Ready: Prepare to Respond
The MGH Emergency Preparedness Committee will sponsor two information tables July 19, from 7 am to 5 pm in the Main Corridor. Visitors can learn about emergency planning for both families and MGH staff, and emergency planning experts will be available to answer questions. Visitors also can enter a raffle to win one of two emergency kits that will be on display. For more information, call Craig Cochran at (617) 726-0312.

Run for Hope to benefit MGHC cancer research
The Four Seasons Hotel Boston will sponsor the annual 5K Run for Hope Sept. 10. The race will begin at 10 am at the Lagoon on the Esplanade in Boston. All proceeds will benefit pediatric cancer research at MassGeneral Hospital for Children. For more information or to register as a runner, visit *www.fourseasonsrunofhope.com*.

CNY Employee Blood Drive
MGH employees working at CNY are invited to provide important help to MGH patients by participating in a blood drive July 19, from 8:30 am to 2 pm. The MGH Bloodmobile will be located at CNY Building 149. For more information or to schedule an appointment to donate, contact AnnMarie Cloonan at (617) 724-8902 or at *acloonan@partners.org*.

IN GENERAL

Katie Fallon, RN, recently received the 2006 Young Alumni Medal from the Villanova University Alumni Association in honor of her work as a fellow of the Thomas S. Durant, MD, Fellowship in Refugee Medicine. Fallon, a 2001 graduate of the university, spent six months working with refugees in the Darfur region of the Sudan in Africa. The Villanova Young Alumni Medal is given annually to an alumnus who has reached a significant level of achievement in his or her profession.

Raymond Kelleher, MD, PhD, of MGH Neurology, was named one of the 2006 Pew Scholars in the Biomedical Sciences by the Pew Charitable Trusts and the University of California at San Francisco. As a Pew Scholar, Kelleher will receive a four-year, $240,000 grant to support biomedical research projects. The Pew Scholars in Biomedical Sciences program was established in 1985 to support researchers in the early- to mid-stages of their careers.

Paul Yu, MD, PhD, of MGH Cardiology, was named the recipient of the Pulmonary Hypertension Association's (PHA) Mentored Clinical Scientist Award, which supports a three- to five-year period of research. Yu will use the award for research in the causes of and treatments for primary pulmonary hypertension.

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(617) 726-2206

MGH wins Bell Ringer awards for *Globe* series

The Publicity Club of New England recently presented the MGH with two Bell Ringer awards for the series "The Making of an ICU Nurse" that was published in the *Boston Globe* beginning Oct. 23 through Oct. 26, 2005. The Bell Ringer Awards honor excellence in the communications and public relations fields. The two categories the MGH was recognized for were the Single Item Division and the Campaign Division.

July 21, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ALS patient explores world through art

MGH patient Fred Siwak has seen more of the world than most people, and he has an impressive stack of photographs to prove it. His snapshots include world landmarks such as the Taj Mahal in India and the pyramids of Egypt to one of the most remote locations on Earth, the South Pole. While remarkable in its own right, Siwak's photo collection is even more astounding given another reason: he has "seen" all of these places without ever having left his home.

In 1998, Siwak was diagnosed with the degenerative muscle condition amyotrophic lateral sclerosis (ALS), commonly known as Lou Gehrig's disease. ALS affects the nerve cells in the brain and spinal cord, leading to muscle weakness and atrophy.

Confined to a wheelchair, Siwak is almost

(Continued on page 3)

Cudkowicz, left, and Siwak

New Emergency Department Observation Unit increases inpatient capacity

To mark the opening of the new Emergency Department Observation Unit (EDOU) located on Bigelow 12, a celebratory open house was held July 5. The new 14-bed outpatient facility was established to accommodate Emergency Department (ED) patients who require additional evaluation or treatment, but who are likely to be discharged within 24 hours. These include both patients who formerly would have been admitted to MGH inpatient units, as well as those with long stays who are ultimately discharged directly from the ED. Examples of patients who are appropriate for the unit include those with low-risk chest pain, minor head injury, dehydration, renal colic and asthma.

The EDOU is a major initiative that began last summer when staff from disciplines from throughout the hospital collaborated with ED leadership to address overcrowding. In its first two days of operation, more than 20 percent of the ED admissions were appropriate for treatment in the EDOU, freeing up inpatient beds and opening capacity in the hospital.

"On our first day open, we were at full capacity," says David Brown, MD, associate chief of Emergency Services and medical director of the EDOU. "Overall, the new unit should help decompress the overcrowded ED, which is routinely over 200 percent occupancy, while increasing inpatient capacity."

The EDOU is staffed by experienced ED staff nurses and unit support staff. Maryfran Hughes, RN, ED nurse manager, and Joyce McIntyre, RN, EDOU clinical nurse specialist, provide nursing leadership. Nurse practitioners provide clinical care around-the-clock and are supported by ED attending physicians, who provide both onsite and remote coverage. For more information about the EDOU, contact Brown at *dbrown2@partners.org* or Hughes at *mhughes@partners.org*.

Brain-computer link allows paralyzed patient to manipulate devices by thought

A patient with a spinal cord injury was able, by thinking of moving his paralyzed limbs, to produce brain signals that were picked up by a sensor implanted in his brain. These signals were translated into electronic impulses that allowed him to control a computer cursor and manipulate mechanical devices. A report in the July 13 issue of *Nature* includes the first published findings from an ongoing clinical trial of the BrainGate System, the brain-computer interface device used by the patient that is in the early stages of clinical testing at the MGH, Spaulding Rehabilitation Hospital and other institutions.

Hochberg

"The broad question we addressed is whether it's possible for someone with paralysis to use brain activity to control an external device," says Leigh Hochberg, MD, PhD, a neurologist at the MGH, Spaulding and BWH and lead author of the *Nature* paper. "We're finding that, even years after spinal cord injury, the same signals that originally controlled a limb are available and can be utilized."

The BrainGate System consists of an internal sensor to detect brain cell activity and external processors that convert brain impulses into computerized signals. Two clinical trials are currently underway to evaluate its safety and feasibility for translating brain activity from patients with paralysis from several causes and patients with ALS. Among the accomplishments of the first participant in these trials was moving a computer cursor to open simulated e-mail, draw circular shapes and play simple video games. He also was able to open and close a prosthetic hand and use a robotic limb to grasp and move objects.

"We hope the knowledge gained from this work will allow the development of systems that provide improved communication and environmental control for people with paralysis and someday, when combined with neuromuscular stimulators, restore control over their limbs," says Hochberg. He is collaborating with researchers at Brown University, several academic health centers and Cyberkinetics Neurotechnology Systems, the company that manufactures the BrainGate System. ●

PACT receives Community Benefits Award for Overall Excellence

The MGH Chelsea HealthCare Center's Police Action Counseling Team (PACT) recently was awarded this year's Community Benefits Award for Overall Excellence at the Attorney General's Best Practices for a Successful Community Benefits Program ceremony. Alice Moore, chief of the Attorney General's Public Protection Bureau, presented the award to Joan Quinlan, director of MGH's Community Benefit Program; Sarah Oo, MSW, director of MGH Community Health Programs; Georgia Green, LICSW, social worker for PACT; and Lt. Tom Dunn, member of the Chelsea Police Department.

Comprised of MGH clinical social workers, a representative from the Massachusetts Department of Social Services and Chelsea police officers, PACT was established to address the needs of children who are affected by domestic violence. PACT members provide immediate, on-scene intervention for children who are victims or witnesses of violence. Early attention is given to these children in an effort to reduce the effects of trauma. MGH social workers are available to Chelsea Police 24 hours a day, seven days a week in response to 911 calls where children are present.

From left, Oo, Quinlan, Green and Dunn

The MGH's Chelsea PACT program is a partnership between the MGH Chelsea HealthCare Center and the Chelsea Police Department. The team was the only Boston-based program to be commended at the event.

For more information about PACT, call the MGH Chelsea HealthCare Center at (617) 889-8515. ●

Back row, from left, Purris Williams, RT; Matt Bellanich, NP; and Dean Hess, RT; front row, from left, Paige Nalipinski, SLP; Pat Andres, PT; and Amy Swartz, PT. All are members of the ALS multidisciplinary team.

Care across the continuum: Multidisciplinary clinic serves ALS patients

According to national studies, approximately 30,000 Americans are living with amyotrophic lateral sclerosis (ALS), and another 5,600 are diagnosed each year. ALS – more commonly known as Lou Gehrig's disease – is a degenerative condition that wreaks havoc on the nerve cells in the brain and spinal cord, leading to muscle weakness, atrophy and paralysis. One year ago, the MGH ALS clinic launched a new, multidisciplinary team approach to better treat patients suffering from the disease. Since its implementation, the program has achieved considerable growth; approximately 70 percent of the hospital's ALS patients currently benefit from its services.

Patients visit the clinic every 12 weeks to meet with a team of specialists that includes a nurse practitioner, physical, speech and respiratory therapists and a representative from the Muscular Dystrophy Association. Clinic staff also work with the patient's outside health care professionals – such as home health care aides or hospice caregivers – to provide the most complete care possible. MGH clinicians also make visits to the patient's home if necessary. This approach to consolidating multiple appointments into one visit is particularly crucial for ALS patients, as the mobility problems associated with the disease make travel difficult.

"The ALS clinic allows us to help our patients with all aspects of their care in a way that is easy for them," says Merit Cudkowicz, MD, of MGH Neurology. "We have a team of professionals who are passionate about caring for people with ALS. With our multidisciplinary team, we provide patients with excellent care and access to the latest research on this illness."

For more information about the clinic, contact Matt Bellanich, NP, at (617) 726-8741. ●

— ALS patient

(Continued from page 1)

completely paralyzed and uses a BiPAP – a machine that pumps air into his lungs – because he has only 20 percent of normal breathing strength.

Siwak's around-the-world exploration began during the early stages of his disease, when with the help of his computer, he occupied his free time by creating linoleum block prints of butterflies, birds and other images. After discovering that a friend would be traveling to India, Siwak thought, "it would be neat if he would take a piece of my artwork there and bring back a photo of it." Other friends and acquaintances soon started doing the same when they traveled, and Siwak made it his goal to have a photo of his art taken in every country in the world as a way of bringing attention to ALS. He named his project World Art for ALS Awareness.

Siwak searches for people to help with the project through the Internet, e-mailing his artwork to new recruits. "I think it would be a great accomplishment to get a photo of my art in every country in the world," says Siwak. "I like the idea of getting my art 'out there,' making a statement, a connection, knowing that my disease will surely shorten my life."

There are 194 countries recognized by the World Art project, and photos from the following are still needed: Andorra, Angola, Antigua and Barbuda, Barbados, Burundi, Cameroon, Central African Republic, Comoros, Democratic Republic of the Congo, Dominica, Equatorial Guinea, Gabon, Ghana, Grenada, Vatican City, Federated States of Micronesia, Nauru, Palau, Sao Tome and Principe, Sudan, Suriname and Taiwan. Members of the MGH community who are traveling to any of these countries and are interested in helping Siwak can contact him at *seaweed@gis.net.*

To learn more about ALS treatment at the MGH, see story at left.

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MGH HOTLINE

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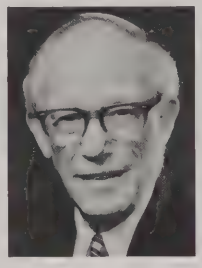
In memoriam: Allan Friedlich, MD

Former MGH cardiologist, Allan Friedlich, MD, died July 7 at the age of 89 after a long illness. A clinical professor of Medicine at Harvard Medical School (HMS), Friedlich was a well-respected cardiologist at the MGH for 54 years, making many contributions to the Cardiology Department. A 1943 graduate of HMS, Friedlich completed his internship and residency training at the MGH before he served in the U.S. Army as a medical officer and flight surgeon during World War II . He returned to the MGH in 1947 as a medical resident and later completed a research fellowship at Johns Hopkins Hospital.



Friedlich helped renowned MGH cardiologist Paul Dudley White, MD, in establishing the International Cardiology Foundation and was one of several MGH cardiologists who developed the first cardiac catheterization laboratory at the hospital. His major research interests included the hemodynamics of the circulatory system and clinical research related to cardiac valvular disease.

He held several leadership positions in professional organizations, such as president of the Boston chapter of the Massachusetts Heart Association and the local affiliate of the American Heart Association. He served on the national Board of Directors for the American Heart Association and was president of the New England Cardiovascular Society. A memorial service will be held Sept. 9 at 3 pm in the O'Keeffe Auditorium.

Submit news tips and story ideas to the *MGH Hotline*

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Suzanne Y. Kim, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;
by fax to (617) 726-7475;**

by e-mail to *Hotline@partners.org* or

**by mail to the Public Affairs Office,
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Boston, MA 02114.**

www.massgeneral.org/news/

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

(617) 726-2206

WHAT'S HAPPENING

Senior HealthWISE events
The MGH Senior HealthWISE lecture series will host "Acupuncture and Other Alternative Therapies" July 25, from 11 am to noon in the Walcott Conference Rooms. Guest speaker Irene Martynuik of the MGH HOPES Program will discuss the benefits of acupuncture and other alternative therapies for pain management. Senior HealthWISE also will offer a "Be Med Smart" medication workshop July 26, from 1:30 to 2:30 pm at the West End Civic Association Community Room, One Emerson Place, Boston. Topics will include tips for organizing medications and instructions on how to complete a "Be Med Smart" card that contains all medical information and can be given to health care personnel in an emergency. Blood pressure checks also will be available. Registration is required. Both events are free and for seniors age 60 years and older. For more information or to register for the medication workshop, call (617) 724-6756.

MGH recognized for turning guidelines into lifelines

The MGH was one of 173 hospitals recognized by the American Heart Association/American Stroke Association's Get With the Guidelines (GWTG) program. The goal of the GWTG program is to make sure hospitals keep up with the latest rules, recommendations and scientific advancements in the areas of cardiac and stroke care. The GWTG measures hospitals in three areas using guidelines for each – these areas are coronary artery disease, stroke and heart failure.

The GWTG program found the MGH to continuously exceed their criteria for each area, implementing initiatives and for performance achievement. Qualifying performance achievement requires that at least 85 percent of a hospital's cardiac or stroke patients are treated and discharged according to the American Heart Association/American Stroke Association's guidelines and recommendations. Gregg C. Fonarow, MD, the American Heart Association volunteer chairman for the national GWTG Steering Committee, says, "The Massachusetts General Hospital has implemented and maintained the appropriate standards of protocol in cardiac and stroke care for patients. We are proud of the MGH's efforts for implementing these lifesaving treatments."

The MGH's GWTG recognition is noted in an ad featured in the same *U.S. News & World Report* issue as the top 100 hospitals. For more information on GWTG, visit *www.americanheart.org/getwiththeguidelines.*

July 28, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

David N. Louis, MD, named chief of MGH Pathology Service

David N. Louis, MD, has been appointed chief of the MGH Pathology Service, effective Sept. 1. A neuropathologist and a pioneer in deciphering the complex molecular structure of tumors, Louis is highly regarded as a leader in both the clinical and research arenas. He has been serving as associate chief of the Pathology Service and director of the Molecular Pathology Unit.

Louis succeeds Robert Colvin, MD, who has led MGH Pathology since 1991. Colvin will continue as a senior faculty member in Pathology.

As associate chief of Pathology, Louis has been overseeing the department's multidimensional research program. His own research has focused on unraveling the genetic basis of brain tumors. Louis and his team were the first to demonstrate that molecular approaches could be used to categorize a type of brain tumor called malignant glioma in a biologically and clinically relevant manner. His laboratory determined the way in which molecular approaches could predict the response particular malignant gliomas will have to a given therapy, which has resulted in a test for patients that now is used worldwide.

"David is the ideal leader for pathology at this time," says Peter L. Slavin, MD, president of the MGH. "He is assuming the departmental reins just as molecular profiling of disease appears to be critical in developing treatments tailored to the individual. David embodies the direction that pathology is – and should be – heading."

Louis is known as a thoughtful and creative problem-solver who

(*Continued on page 2*)

MGH Heart Center honors cardiac nurses

The MGH Heart Center salutes the hard work and dedication of its nursing staff June 22 with a day full of celebratory activities. The MGH's first cardiac visiting nurse scholar – Jean McSweeney, RN, PhD, FAAN, of the University of Arkansas – led a clinical nursing session in the morning and presented her research findings in the afternoon. Her studies focused on helping women identify the symptoms of a heart attack or myocardial infarction.

The celebration also included a poster session in the Main Corridor, where clinical nurses from the cardiac units shared information and answered questions about cardiac risk factors, specialized cardiac equipment, the MGH cardiac patient care units and the MGH Cardiac Practice Committee. The posters were developed by staff members from the Electrophysiology Laboratory, the Knight Center for Interventional Cardiovascular Therapy, the Cardiac Operating Room, Blake 8, and Ellison 9, 9, 10 and 11. Two additional posters highlighted the MGH cardiovascular nursing certification program and the MGH Cardiac Practice Committee, which coordinated the nursing week celebration.

MGH cardiac nurses showcase their posters

Yawkey Center's healing garden

Yawkey Center earns national recognition

The MGH Yawkey Center for Outpatient Care recently earned national recognition from the 2006 Innovative Design in Engineering and Architecture with Structural Steel awards program (IDEAS^2). The IDEAS^2 awards are given annually by the American Institute of Steel Construction to recognize outstanding achievements in engineering and architecture on structural steel projects around the country. The Yawkey Center won Merit Award recognition in the category "Projects Over $75 Million."

The IDEAS^2 award is the latest in a string of accolades bestowed upon the Yawkey Center since it opened in October 2004. Others include a 2006 Healthcare Facilities Award for Design from the Boston Society of Architects; a regional 2005 Honor Award for Design Excellence from the American Institute of Architects; a 2005 Build New England Honor Award from the Associated General Contractors of Massachusetts and a 2005 Honor Award from *Modern Healthcare Magazine*. The Yawkey Center's Howard Ulfelder, MD, Healing Garden also has been honored in the past year with a 2006 Healthcare Facilities Honor Award for Design Excellence from the Boston Society of Architects and a 2006 Honor Award for Design from the Boston Society of Landscape Architects.

— *David N. Louis, MD*

(*Continued from page 1*)

tackles difficult problems head-on, says David F. Torchiana, MD, CEO and chairman of the Massachusetts General Physicians Organization. "He is a careful and deliberate listener who can home in on a complex issue and figure out a pathway toward solutions. The consummate collaborator, David inspires those around him to aim high, push hard, ask the right questions and succeed."

Louis says he looks forward to leading a premier department in a field that is undergoing rapid growth and transformation. "We are in the midst of an exciting time in pathology in general, and MGH Pathology in particular is ideally poised to build on its traditional strengths and really push the field forward in important, novel directions," he says. "I am both honored and humbled to have been entrusted to lead the extraordinary staff in Pathology as we work collaboratively to further the clinical and academic mission of the hospital."

The author of or contributor to more than 200 original articles, as well as numerous reviews and chapters, Louis is chairing the 2007 World Health Organization Committee for the Classification of Tumours of the Nervous System. He serves on the scientific advisory panel of the Brain Tumor Society, the board of directors of the Society for Neuro-Oncology, and on the editorial boards of more than 10 national and international journals. He is one of three editors for the eighth edition of *Greenfield's Neuropathology*, the standard international reference for the field, and is current chair of the Cancer Biomarkers Study Section at the National Institutes of Health.

Louis received his bachelor's degree from Cornell University in 1981 and his medical degree from the State University of New York at Stony Brook in 1985. After training in internal medicine at Albany Medical Center, he came to the MGH as a resident in anatomic pathology and neuropathology and received his post-doctoral training in cancer genetics. ●

Revere runs for MGH Revere Youth Zone

Close to 140 runners dashed along Revere Beach for the ninth annual MGH Revere HealthCare Center 5-Mile Road Race and Kids Fun Run June 17. Not to be outdone were 30 walkers who also participated in the event's 3-mile walk, and 25 children who raced down the course in the kids run. The sun was shining and a warm ocean breeze complemented the festive day.

The race featured a scenic beachfront course along Revere Beach Boulevard. The top female runner was Brett Romano Ely, a nutritionist for the MGH Revere Women, Infants and Children (WIC) program, with a time of 30:58, and Ryan Burke, a resident of Revere, was the top male runner with a time of 28:53.

"We were thrilled with the turnout this year," says Debra Jacobson, administrative director of the Revere HealthCare Center. "We are grateful to all of our community members who participated in the race and hope that everyone had as much fun as we did. It was a great event for a great cause."

Proceeds from the event benefit the MGH Revere Youth Zone, which provides a safe place for youth to develop positive life skills within a caring environment. The Youth Zone provides a wide variety of preventive, educational, recreational and vocational planning, programs and resources that facilitate the development of young people between the ages of 10 to 18.

For more information about the Youth Zone, call (781) 485-6060. ●

MGH HOTLINE

Roman looks on while Haneen exercises in a therapy session.

Iraqi girl finds healing and hope at the MGH

When 6-year-old Haneen Sadik Hayawi of Mosul, Iraq, left the MGH in late June, the bright future that lay ahead of her was very different from the one she had been facing just a few months earlier. On Nov. 26, 2005, Haneen was wounded in a firefight and suffered a fragment injury that shattered her left forearm. The medical facility where she was brought immediately after the attack was not equipped to offer her anything other than emergency care, leaving her with severely damaged tendons, muscles, bones and nerves. Haneen's injury was so critical that her Iraqi doctors suggested that her arm be amputated, which her parents declined. Without major reconstructive surgery, there was little hope that she would ever again have a fully functional left arm and hand.

Unfortunately, the highly-specialized surgery Haneen required was unavailable anywhere in Iraq – even at the U.S. military hospital Haneen's father brought her to for further examination. With few options left, colonel James Polo, commanding officer of the U.S. Army 47th Combat Support Hospital, contacted doctors at the MGH to see if anything could be done to help the young girl. After evaluating her condition, a team of specialists determined that the MGH could offer Haneen the care that she needed.

Haneen was brought to the MGH with support from the U.S. military, U.S. Sen. Edward M. Kennedy, Ray Tye of the Ray Tye Medical Foundation and retired colonel Fred Gerber of Project HOPE. Laurence Ronan, MD, of MGH Internal Medicine Associates and director of the Thomas S. Durant, MD, Fellowship in Refugee Medicine, coordinated her care at the hospital.

In early May, MGH orthopædic surgeon Sang Gil Lee, MD, performed a successful reconstructive procedure on Haneen, which was followed by many weeks of therapy. Occupational therapists Katherine Russo, OTR/L, Suzanne Curley, MS, OTR/L, CHT, and Pamela Ryle, OTR/L, worked intensively with Haneen to rehabilitate her arm and hand by engaging her in activities such as blowing bubbles, drawing pictures on an easel and playing catch. Since her discharge, Haneen continues to recover at home in Iraq. ●

"Give the T a Shot" pilot programs

MGHers who drive to and from work can take a one-week break from rush hour traffic, the recent Big Dig closings and rising gas prices thanks to MGH Commuter Services. The department has established two pilot programs, which allow MGHers who normally drive to try out the MBTA subway, bus or commuter rail.

The "Give the T a Shot" program allows employees with current parking privileges through the hospital to try the MBTA for one week at no cost. To register, employees must e-mail their name, employee ID number, type of pass needed and requested week of use to *mmhamulik@partners.org*. MGH Commuter Services will notify enrolled employees as to which week they will be able to use the pass. Passes can be picked up and dropped off at the Commuter Services Office located on the second floor of Ruth Sleeper Hall Monday through Friday, between 8:30 am and 5 pm. Upon completion of the one-week trial, employees must return the pass to the Commuter Services Office and complete a brief questionnaire about the program. The one week trial dates began July 27 and run through September.

The second pilot initiative, "Give the T a Bigger Shot," allows employees with a regular weekly or monthly scheduled payroll deduction for parking to purchase a MBTA pass at the hospital subsidized rate. Rates are available at *www.mass general.org/police/police_services.htm#T-Pass*. Employees still will be charged their parking deduction and keep their parking space for up to two months. Passes can be picked up at the Commuter Services Office from July 27 to Aug. 3 and Aug. 28 to Sept. 1.

Employees must be benefits eligible and work a standard 20 hours or more per week to participate in the program. For more information, call the Commuter Services Office at (617) 724-8585.

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MGH HOTLINE

Partners Telemedicine symposium

Partners Telemedicine will host its annual symposium "Connected Health – Empowering Care Through Communications Technologies" Sept. 18 and 19 at the Harvard Medical School Conference Center on Avenue Louis Pasteur. Interactive sessions, workshops and panel discussions will focus on the application of new health care communications technologies. To register for the symposium, visit *telemedicine.partners.org/telemedicine.* For more information, send e-mail to *telemedevents@partners.org.*

Office for Visitor Education Programs seminars

The MGH Office for Visitor Education Programs is currently developing the 2006 Fall/Winter calendar and encourages MGH departments that can offer the knowledge and expertise of its staff on current cutting-edge technologies to participate in public forums. For more information, contact Shelly Riley at (617) 726-8363 or *mriley4@partners.org.*

Senior HealthWISE events

The MGH Senior HealthWISE lecture series will offer "Low Vision and Aging" Aug. 3, from 11 am to noon in the Walcott Conference Rooms. Andrea Schein, of the Bridge Elder Blind Program, will be the guest speaker. Senior HealthWISE also will sponsor a "Healthy Tips for Summer Sun" discussion group Aug. 7, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St., Boston. Topics covered will include skin protection, proper hydration and other seasonal information. Free blood pressure checks also will be available. For more information, call (617) 724-6756.

Women in Medicine Month lecture

In honor of Women in Medicine Month, the MGH Office for Women's Careers will host "The Role of Women in Health Care Policy" Sept. 6, from noon to 1:30 pm in the Yawkey Center for Outpatient Care, Suite B, Room 10660. Regina E. Herzlinger, the Nancy R. McPherson Professor of Business Administration at Harvard University, will be the guest speaker. Registration is required. For more information or to register, call (617) 724-5229 or send e-mail to *owc@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

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(617) 726-2206

From left, Millac Rose, Deborah Adair, director of Health Information Services, and Eric Weil, MD, who now will co-chair the Clinical Policy and Record Committee

Career of longtime MGH physician celebrated

The distinguished career of Gerald S. Foster, MD, of MGH Internal Medicine, was honored recently at a special reception hosted by the MGH Clinical Policy and Record Committee as he retired after 55 years of service at the hospital.

Foster graduated from Harvard Medical School (HMS) in 1951 and then joined the MGH for internship and residency training, beginning his career as an internist and attending physician for the Department of Medicine. As an associate clinical professor of Medicine at HMS, Foster taught at every level of the curriculum and for many years coordinated the course that introduced HMS students to clinical medicine at the MGH. From 1962 to 1999, he served as faculty associate dean for Admissions, presiding over the selection of almost 3,000 medical students.

At the MGH, Foster served on the Internship Selection Committee for the Department of Medicine for 40 years. He also chaired for 30 years the Patient Record Committee, which later became the Clinical Policy and Record Committee that he co-chaired with Sally Millac RN, of Patient Care Services.

"Dr. Foster leads by example, both in his clinical practice and in the way he documented that practice," said Millac at the reception. "Over the years, we have had a lot of laughs intertwined with good work."

Maryanne Spicer, a member of the committee and director of MGH Compliance, added, "Dr. Foster is a wonderful teacher and mentor. His untiring work to improve care at the MGH and his exceptional leadership of the Record Committee will influence generations of clinicians in years to come."

August 4, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

"Be Ready: Prepare to Respond" campaign kicks off

The MGH's Emergency Preparedness (EP) program launched the "Be Ready: Prepare to Respond" campaign by hosting an information table in the Main Corridor July 19. The goal of the new campaign is to raise awareness about the MGH EP program and to educate employees, patients and visitors about the importance of preparing for a disaster by having an emergency plan at work and home. Patrons had the opportunity to enter a raffle to win a basic emergency kit by completing a quiz about emergency preparedness. The emergency kit included items such as bottled water, a first-aid kit, non-perishable food and a portable radio. Of the 600 plus raffle entries, Catherine Chase of the MGH Transplant Surgery Lab, and Matt Stevens of MGH Police and Security, were the winners.

Staff at the table offered pamphlets about preparing for disasters from the U.S. Department of Homeland Security and the Federal Emergency Management

(Continued on page 3)

MGHers staff the EP information table.

Process improvement implementation enhances services

The MGH is among a growing number of hospitals that have applied methods developed by the automobile manufacturer Toyota to improve work processes. Implemented at the MGH in 2004, this approach to process improvement integrates four key capabilities: work redesign, continuous improvement, sharing knowledge about process improvement and organizing the workplace to facilitate the first three components. In the last 18 months, the system has been used in more than a dozen MGH departments including several primary care practices, Biomedical Engineering, Nutrition and Food Services and the Emergency Department.

Recently, MGH Health Information Services (HIS) staff used the Toyota approach to improve the compliance rate for delivering medical records on time. Prior to implementing this method, any HIS Record Control staff member could answer the telephone, take medical record requests, create orders and retrieve and deliver the charts. Approximately 750 medical record requests were being handled each day using this process, and statistical reporting indicated that delivery rates seemed to be declining. Using the improvement methods, both workflow and statistical reporting were evaluated. The process revealed both duplication and discrepancies of record requests and job functions, which were directly related to the decline. Now each of these tasks are handled by staff members dedicated to single portions of the medical record request process.

"Overall the net effect of a handful of small changes has improved our workflow," says Claudia Sayer, manager of Health Information Services. "Currently the retrieval rate for Operating Room cases remains at 99 percent and for all other record request areas the rate is 93 percent, and we are continuing to improve."

For more information about process improvement, call Sally Iles at (617) 726-8283.

Research best practice awards

Carlos Camargo, MD, of MGH Emergency Services, along with David Schoenfeld, PhD, and Taylor Thompson, MD, of the MGH Biostatistics Center, recently were honored at the National Institutes of Health-sponsored National Leadership Forum. The forum, organized by the Inventory and Evaluation of Clinical Research Networks (IECRN), was held to present the methods and findings from the IECRN Descriptive Survey and Best Practices Study and to honor 29 best practice research networks as well as create interaction within the research community.

Camargo is director of the Emergency Medicine Network (EMNet) at the MGH, a winner of one of the best practice awards. The EMNet includes 185 medical centers; 153 are within the United States and 32 are international. The network focuses on public health issues in emergency medicine and respiratory/allergy emergencies. Camargo founded the network and continues to direct the EMNet Coordinating Center at the MGH.

The Acute Respiratory Distress Syndrome (ARDS) clinical network at the MGH, which is managed by Schoenfeld and Thompson, won a best practice award for coordinating multi-center clinical trials for patients with ARDS. The researchers have completed a number of pivotal clinical trials with the potential to improve care for patients with ARDS.

Research fellows showcased at ORCD celebration

The scientific achievements of MGH research fellows recently were showcased at the MGH Office for Research Career Development's (ORCD) first Research Fellow Poster Celebration at CNY.

F. Richard Bringhurst, MD, senior vice president of Medicine and Research Management, gave the welcoming remarks, and Nancy Tarbell, MD, director of the MGH Center for Faculty Development and Tayyaba Hasan, PhD, director of the ORCD, commended the fellows for their hard work and success.

In addition to the poster session, 11 abstracts were selected as award winners by a panel of faculty judges prior to the event, and the top five were chosen for oral presentations of their work. The award presenters were Hwa Kyoung Shin, PhD; Pawel Mroz, MD; Sarika Verma, PhD; Lauren Weiss, PhD; and Elena Zalyapin. Honorable mentions were awarded to E. Murat Arsava, MD; Jong-Min Lee, PhD; Imran Rizvi; Leileata Russo, PhD; Olga Syrinka, MD; and Guoqi Zhang, PhD.

To learn more about the ORCD, visit *www.massgeneral.org/facultydevelopment/orcd* or call (617) 643-1606. ●

PeopleSoft system gets an upgrade

MGHers soon will see a new version of the PeopleSoft Human Resources Management System (HRMS) when the system is upgraded during the week of Aug. 7. To prepare for the upgrade, PeopleSoft Employee Self Service (ESS) and Manager Self Service (MSS) will be unavailable from Aug. 7 at 5 pm through Aug. 10 at noon. During this time, ESS transactions – such as signing up for direct deposit, enrolling in the MBTA pass program and requesting training, and MSS transactions such as data changes, transfers and merit increases – will not be available. Employees who view their pay advice in ESS will be able to view their pay advice Aug. 10 in the afternoon.

The Employee Access Center located in Clinics 117 will remain open during this time for regular business hours. Employees can visit the office to ask questions or pick up ESS materials.

MGH Human Resources has scheduled an information session for ESS users Aug. 14 at 9 am in the O'Keeffe Auditorium. Employees also can access the ESS website for manuals and updates at *is.partners.org/hr/New_Web/mgh/mgh_ibridge_ess.htm.*

Information sessions for MSS users will be held Aug. 2 at 3 pm in the O'Keeffe Auditorium; Aug. 8 at 10 am in the Doerr Conference Room, 10th floor, Yawkey Center; Aug. 14 at 11 am in the O'Keeffe; and Aug. 14 at 2 pm in the Isselbacher Conference Room, CNY 7. Managers can access the MSS website for manuals and updates at *is.partners.org/hr/New_Web/mgh/mgh_ibridge_mss.htm.*

For more information, contact MGH iBridge Communications at *ibridge@partners.org.* ●

MGH HOTLINE

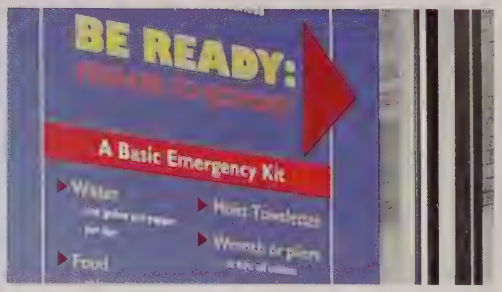
Bernstein receives Howard M. Goodman Fellowship

Bradley Bernstein, MD, PhD, of the MGH Department of Pathology, recently was named the first recipient of the Howard M. Goodman Fellowship, which was presented to him at the July 10 meeting of the MGH Executive Committee on Research (ECOR). As a fellow, Bernstein will receive $150,000 per year for two years.

The fellowship honors Howard M. Goodman, PhD, who founded the MGH Department of Molecular Biology in 1982 and served as its chief until 2004. Goodman's career was guided by the belief that scientists who have demonstrated continued excellence should have the resources to pursue their goals and projects. To honor this legacy and to support young MGH scientists in the pursuit of excellence, a Goodman fellow will be selected annually by ECOR from the MGH research community.

Bernstein was selected from nearly 80 applicants and nominees. He plans to use the award to further his research on chromatin – found in the nucleus of cells – and how it contributes to the development of disease. A major focus of his work is a recent discovery related to pluripotency, which is the potential of a stem cell to develop into many different types of mature cells. ●

Standing from left, Robert Kingston, PhD, chair of ECOR's Thematic Centers Executive Committee; Bernstein; and Jerrold Rosenbaum, MD, chair of ECOR. Seated, Peter L. Slavin, MD, president of the MGH.



— *"Be Ready"*

(Continued from page 1)

Agency. Handouts included information about how to speak to children about disasters and insight on preparing the elderly and people with special needs for emergencies. Reference guides for employees outlined tips, protocols and emergency terminology for responding at the MGH. The staff also provided information about the Massachusetts System for Advance Registration (MSAR), a database of pre-credentialed volunteer health care professionals that the state can mobilize during a public health emergency.

Under the guidance of the Emergency Preparedness Committee, the EP program develops and maintains all emergency management plans that address various threats including biological events, disease pandemics, natural disasters and hazardous materials. The committee also is in charge of implementing emergency drills on a regular basis to test the hospital's EP plans and response capabilities.

For more information about volunteering for MSAR, visit *www.mass.gov/msar.*

To learn more about the MGH's EP program, contact Craig Cochran, EP administrative manager, at *ccochran@partners.org* or visit the new MGH EP web page at *intranet.massgeneral.org/emergencypreparedness.* ●

Methods in Bioengineering Conference

More than 300 scientific leaders from across the world gathered at MIT July 17 for the first annual Methods in Bioengineering Conference, which was co-hosted by the MGH Center for Engineering in Medicine and the Harvard-MIT Division of Health Sciences and Technology. The conference focused on leading methodology used in the fields of biomaterials, tissue engineering, stem cells and genomics and showcased state-of-the-art technology from three centers funded by the National Institutes of Health – the MGH BioMEMS Resource Center; the Center for Integrated Polymeric Biomaterials at Rutgers University; and the Tissue Engineering Resource Center at Tufts University, Columbia University and MIT. Other sponsors of the event were the *Annual Reviews of Biomedical Engineering,* BOSE and the journal *Tissue Engineering.*

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MGH HOTLINE

WHAT'S HAPPENING

Women in Medicine Month lecture
In honor of Women in Medicine Month, the MGH Office for Women's Careers will host "The Role of Women in Health Care Policy" Sept. 6, from noon to 1:30 pm in the Yawkey Center for Outpatient Care, Suite B, Room 10660. Regina E. Herzlinger, the Nancy R. McPherson Professor of Business Administration at Harvard University, will be the guest speaker. Registration is required. For more information or to register, call (617) 724-5229 or email *owc@partners.org.*

Employee tuition assistance program
MGH Workforce Training and Development offers a tuition assistance program for employees. To be eligible, employees must work a minimum of 20 hours per week and have completed six months of continuous service at the time of application. Applicants must be enrolled in a basic education, certificate, undergraduate or master's degree program and will be reimbursed upon successful completion of the course. To apply, submit a completed application, a copy of the program acceptance letter, a course description and documentation indicating the cost per credit from the school catalog. Representatives from Workforce Training and Development will be available to answer questions about the program Aug. 9, from 11:30 am to 1 pm and 4 to 5 pm outside the Eat Street Café. Applications can be picked up or dropped off during this time. For more information or to download an application, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm.*

Skin therapy symposium
The Wellman Center for Photomedicine and the MGH Department of Dermatology will co-host the symposium "Laser and Aesthetic Skin Therapy: What's the Truth?" Sept. 15 through 17 at the Simches Research Center, third floor Conference Center. The course objectives will focus on major topics in aesthetic skin therapy and lasers and will feature updates in treatment, safety and avoidance of complications; recognition of clinical endpoints and assessment of new clinically relevant technologies. The symposium is approved for CME Category I credit. To register or view course information, visit *www.cme.hms.harvard.edu/courses/skintherapy.*

World Breastfeeding Week
In honor of World Breastfeeding Week, the MGH Breastfeeding Committee will host information tables about breastfeeding Aug. 8, 9 and 10, from 10 am to 2 pm in the Main Corridor. Topics covered will include nutrition while breastfeeding, reasons to breastfeed, guidelines for milk storage, tips for weaning and choosing childcare. Lactation consultants also will be available to answer questions.

MacCollin and Peluso

Patients and MGHers honor NF clinic director

MGH patients, family members, friends and colleagues recently honored Mia MacCollin, MD, at an event hosted by the national patient support group Neurofibromatosis, Inc. as guests celebrated MacCollin's retirement as director of the MGH Neurofibromatosis (NF) Clinic. MacCollin joined the MGH in 1990 and is a well-known expert in the field of NF. At the celebration, Karen Peluso, executive director of Neurofibromatosis, Inc. Northeast, announced a gift of $36,000 in MacCollin's honor to support the MGH NF Clinic.

A highlight of the festivities included a special group of guests – MacCollin's canine companions. For many years, MacCollin – a lifelong dog lover – has trained assistance dogs for deaf and disabled individuals for the National Education for Assistance Dog Service (NEADS) organization.

Submit news tips and story ideas to the *MGH Hotline*

**Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Suzanne Y. Kim, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;
Lily Hoo, contributing writer**

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

**by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.**

www.massgeneral.org/news/

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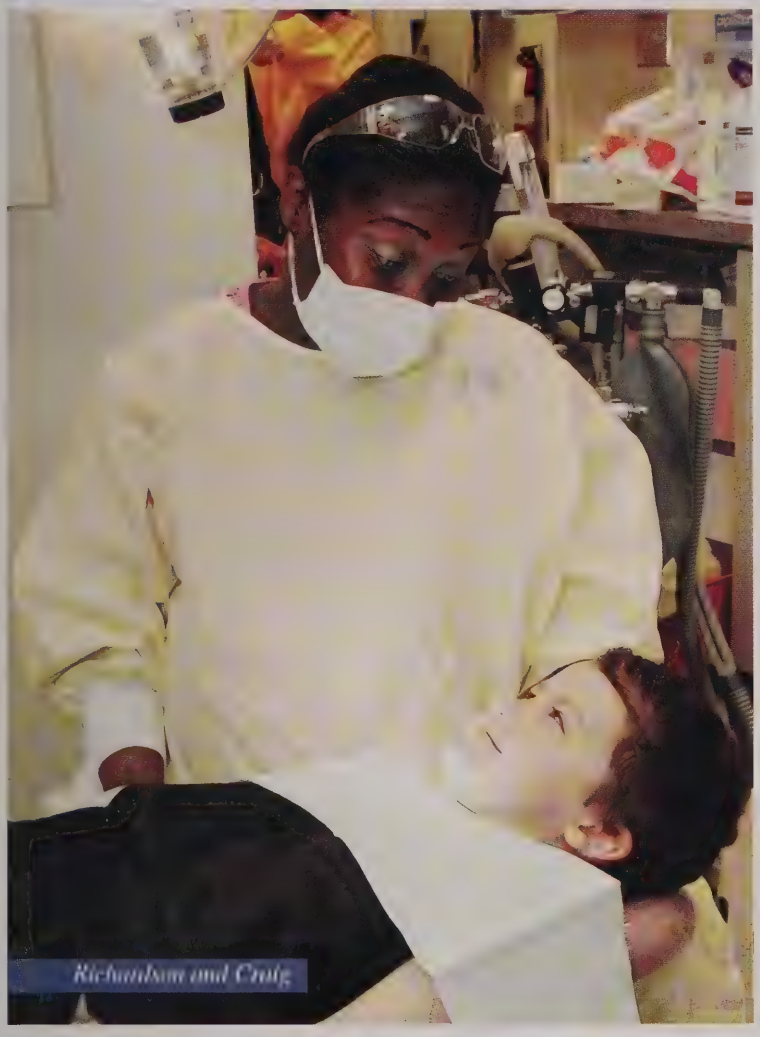
(617) 726-2206

August 11, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL


Richardson and Craig

Bright smiles for MGH patient

Like many 5-year-olds, MGH patient Craig Trites is a bundle of energy and enthusiasm. With his outgoing personality, talkative nature and cheerful disposition, Craig endears himself to everyone he meets. However, beneath this sunny exterior hides something else – a chronic medical condition. Craig has severe focal segmental glomerulosclerosis, a disease that occurs when scar tissue forms on the areas of the kidney that filter waste products out of the body. The condition can lead to chronic renal failure.

While Craig's family has had to grapple with the many doctors' appointments and medical treatments that his condition brings, they also have had to face a more surprising challenge – finding a dentist to care for Craig's teeth. The complexity of his disease has made it difficult for his family to find a pediatric dentist who would accept him as a patient. "I looked for a dentist everywhere, but no one would take him," says Craig's mom Christine.

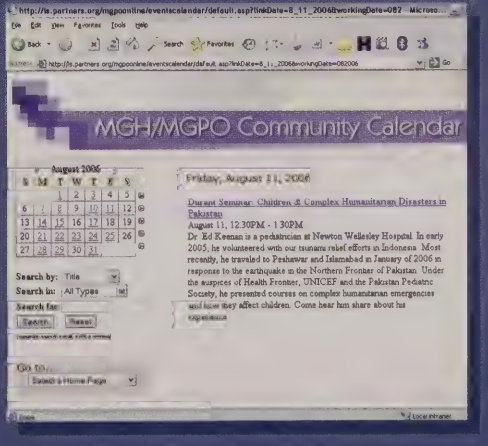
No one, that is, except the MGH. For the past year, Craig has been a patient of pediatric dentist Shanta Richardson, DMD, of the MGH Dental Group. Providing him with the care he needs can be a challenge. Because of his disease, he is prone to infections and requires antibiotics prior to each appointment. His condition is treated with steroids, and before each dental procedure he must take an additional "stress dose" to help prevent further kidney damage. Craig also takes a daily aspirin, which he must be weaned off of one week before each

(Continued on page 3)

MGH and MGPO launch new community calendar

The MGH is a busy place, and sometimes it can be difficult to keep track of all the classes, workshops, seminars and other activities happening at the hospital each day. However, a new resource is making it easier for employees to access the most up-to-date information about events at the MGH: the MGH/MGPO Community Calendar. Currently, this centralized, easy-to-navigate calendar is available at *is.partners.org/mgpoOnline/eventscalendar* and includes educational programs, lectures, grand rounds, special events and other listings. The calendar was developed by staff from the Massachusetts General Physicians Organization (MGPO), Information Systems, Public Affairs and Marketing.

All hospital departments are welcome to add their events to the calendar. An individual must be designated as a calendar administrator to add new events. To become a calendar administrator, contact Janine Santilli at (617) 724-0211 or *jmsantilli@partners.org*.



Kazakhstan delegation visits MGH and BWH

Working in collaboration with the Partners International Program, the MGH and BWH hosted Erbolat Dossaev, the Minister of Health from Kazakhstan, who traveled to Boston recently to explore possibilities for collaboration between the two hospitals and medical facilities in Kazakhstan.

Located in central Asia, Kazakhstan gained independence in 1991, shortly after the collapse of the Soviet Union. The country currently is attempting to transform its old Soviet health care infrastructure into a new national health system.

Having recently announced plans for state-of-the-art specialty hospitals, research facilities and clinical training centers in the new capital city of Astana, the Minister requested meetings with MGH leadership to discuss how the hospital might support these initiatives, as well as other elements on his agenda for national health care reform.

The Minister and his advisor, Almaz Sharman, MD, PhD, also met with Kevin Hughes, MD, co-director of the MGH's Avon Foundation Comprehensive Breast Evaluation Center, to learn more about genetic risk assessment for breast cancer. Later they discussed potential telemedicine linkages with Joe Ternullo, associate director of Partners Telemedicine, and then met with staff from the International Patient Center. Shelly Riley of the MGH Visitor Education Program gave them an overview of the history of the MGH that included a hospital tour and a visit to the historic Ether Dome.

Later in the afternoon, the dignitaries toured the Francis H. Burr Proton Beam Center with Paul Busse, MD, PhD, of MGH Radiation Oncology. Their visit concluded with a meeting with David Blumenthal, MD, MPP, director of the MGH Institute for Health Policy, who offered insights from other newly emerging health systems around the world.

From left, Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; Peter L. Slavin, MD, president of the MGH; Dossaev, Sharman and David Jones, executive director of the Partners International Program

Kistler

Research center named in Kistler's honor

As one of the world's leading physicians in the field of neurology and stroke prevention, J. Philip Kistler, MD, director emeritus of the MGH Stroke Service, has been recognized throughout his distinguished career. To pay tribute to Kistler's groundbreaking contributions and dedication to the MGH Neurology Service, a new clinical stroke research area located at 175 Cambridge St. has been dedicated as the The J. Philip Kistler Stroke Research Center.

To celebrate the center, an open house was held July 27. Kistler's friends and colleagues visited the unit and congratulated him for his many achievements.

Kistler is known as an outstanding teacher, mentor and clinical expert. He has been a member of the MGH Neurology Service for 35 years and director of the Stroke Service for 26. He was part of a team of physicians and scientists who developed the first clinical MRI imaging project in the world. Along with Ferdinando Buonanno, MD, of the Stroke Center, Kistler and other colleagues were credited with first demonstrating the use of MRI imaging in diagnosing stroke and cerebrovascular disease.

Kistler was the principle investigator of the Boston-area anticoagulation trial for atrial fibrillation. That MGH-based, multicenter, National Institutes of Health-sponsored trial demonstrated the dramatic stroke preventative benefits of the drug warfarin for patients with atrial fibrillation, which is responsible for 15 percent of all ischemic strokes.

"I am very grateful for this honor," said Kistler. "Most of all I am grateful to the MGH and Anne Young [MD, chief of the Neurology Service] for arranging for such a wonderful home for the fine, young, dedicated physicians in the Stroke Service."

For more information about the center, contact Walter J. Koroshetz, MD, director of the MGH Stroke Service, at (617) 726-8459. ●

— *Bright smiles*

(Continued from page 1)

appointment because it can cause excessive bleeding. Coordinating his care has been made easier by the fact that his nephrologist, Amita Sharma, MD, also practices at the MGH.

Because of the extensive medical care Craig has received, he often is fearful of dental treatments. "Craig is very anxious and cries when he has to receive dental care," says Richardson. "I've had to use several behavioral management techniques to help him relax during his appointments." Richardson tries to make each appointment as soothing and stress-free as possible for Craig. For example, she calls a tooth that needs to be pulled a "wiggle," making it sound less frightening to a young child.

Other children like Craig also can benefit from the services offered by the MGH Dental Group. The office is well-equipped to treat children who suffer from all types of medical conditions or complex dental diseases. Children who are unable to tolerate treatment on an outpatient basis also can receive care in an operating room under general anesthesia. In addition to pediatric dentistry, the MGH Dental Group provides dental care for adults and has specialists in orthodontics, periodontics and endodontics. For more information or to schedule an appointment, call (617) 726-1076. ●

Michael Sterby led the lively group of seniors through the water to the energizing sounds of Latin music.

Fun summer exercise for seniors

The MGH Senior HealthWISE program hosted a free water aerobics class for seniors at The Clubs at Charles River Plaza July 17. Water aerobics is a low-impact form of exercise that is supportive of joints and muscles and revitalizes energy, which is particularly beneficial for seniors – especially those with arthritis and back problems. Abby Burden, an active HealthWISE member, says, "This class is wonderful, it is vibrant, social and so much fun." ●

Back to school: MGH's tuition assistance program

When September arrives, many MGH employees will return to school to advance their skills or pursue a college degree. Among the concerns of many returning students is how to finance their education.

As an advocate for career growth and education, the MGH aims to help employees who are current or aspiring students meet educational costs through its tuition assistance program.

For Rose Sanon, RN, of Blake 13, the MGH tuition assistance program was exactly the type of opportunity she had hoped for when she left Haiti for the United States in 1988 seeking a better life. Sponsored by her sister, who was already living in the United States, Sanon says she arrived with the goal to pursue an education. She already has graduated from Roxbury Community College's nursing program and will start the University of Massachusetts's bachelor's degree in nursing program in September.

Sanon spoke about the benefits that the MGH tuition reimbursement program offered her and her family at a time when college tuition was out of reach. "It would be very difficult for my husband and me to support our two boys while I am in school," says Sanon. "The program was very helpful to my family and me. I encourage anyone who needs assistance to apply."

To be eligible for this program, employees must work at least 20 hours per week and have completed six months of continuous service at the time of application. Applicants must be enrolled in a basic education, certificate, undergraduate or master's degree program. Employees are reimbursed upon the successful completion of their course. Reimbursable expenses include tuition, academic and laboratory fees. Books, nonacademic fees and equipment are not reimbursable.

The allotment of tuition reimbursement funds depends on the type of program the employee is enrolled in and his or her employment status. Full-time employees are eligible to receive up to $750 for certificate programs and $2,000 for degree programs. Employees should submit applications for tuition assistance well in advance of the first day of class.

To apply, submit a completed application, a copy of the official letter of acceptance into the program (one time only), a course description and documentation indicating cost per credit from the current school catalog. To receive reimbursement, employees must submit grades and proof of payment within 60 days of completion of the course or semester.

For more information or to download an application, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm.*

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MGH HOTLINE

WHAT'S HAPPENING

New Women's Health Directory

The MGH Women's Health Education Committee recently launched the online Women's Health Directory to help women of all ages find information about the health services and resources available at the MGH. The directory includes information about a variety of women's health care services, including cancer care, obstetrics and gynecology, mental health, aging and wellness and support. To access the directory, visit *www.massgeneral.org/womenshealth.*

Louie's Run to benefit MIND Institute

The third annual 5K Run/Walk Louie's Run will take place Aug. 20 at Buttonwood Park in New Bedford, Mass. The walk will begin at 9:45 am, the run will begin at 10 am and a Kids' Fun Run will begin at 9:30 am. All proceeds from the event will benefit the MassGeneral Institute for Neurodegenerative Disorders (MIND). For more information or to register, visit *www.louiesrun.com* or call race director Paul Corrcia at (508) 636-3718.

Mind/body infertility workshops

The MGH Fertility Center is offering free mind/body fertility workshops Sept. 5, 12, 19 and 26 from 5:15 to 7:15 pm. The workshops are for both individuals and couples dealing with infertility and will cover teaching, discussion, and practice of meditation and other complementary medical techniques. For more information or to register, call (617) 726-8868.

Senior HealthWISE events

The MGH Senior HealthWISE lecture series will offer "Community Updates from City Councilor Mike Ross" Aug. 17, from 11 am to noon in the Haber Conference Room. Ross will discuss current legislative issues and initiatives. Senior HealthWISE will also host a one-hour water aerobics session "Plunge Into Fitness" Aug. 21, from 11 am to 1 pm at the outdoor pool at The Clubs at Charles River Park. Lunch will be served. Registration is required. For more information or to register for the exercise session, call (617) 724-6756.

Submit news tips and story ideas to the *MGH Hotline*

**Contact Victoria Brady McCandless, editor, at (617) 724-6433;
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Therese O'Neill, staff writer, at (617) 724-2753;
Lily Hoo, contributing writer**

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

**by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.**

www.massgeneral.org/news/

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

(617) 726-2206

Chabner appointed to the NCAB

President George W. Bush announced the appointment of six new members to the National Cancer Advisory Board (NCAB) July 28. The new membership includes Bruce Chabner, MD, clinical director of the MGH Cancer Center and chief of Hematology/Oncology in the MGH Department of Medicine. The 18-member NCAB reviews and approves all grants and contracts awarded by the National Cancer Institute (NCI), and advises the institute on scientific policy and priorities. Chabner served as the director of the Division of Cancer Treatment of the NCI from 1982 to 1995, and retired with the rank of assistant surgeon general in the United States Public Health Service in 1995. ●

A soccer fan takes a break at the Youth Soccer Clinic.

Young athletes get coaching from the Revolution

Young aspiring athletes and professional soccer players came together July 17 at Gillette Stadium for the third annual Youth Soccer Clinic sponsored by the MGH, Spaulding Rehabilitation Hospital and the New England Revolution soccer team. This special event offered children with disabilities and their siblings an afternoon of soccer training. The children participated in drills and games coached by expert players of the New England Revolution. The young participants received photographs and autographs from the professional soccer players and left excited about their newly acquired soccer skills.

August 18, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Passing the baton SEAMlessly: Improving patient hand-offs

As the MGH continues to prepare for the upcoming, unannounced Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) survey, employees and staff members throughout the hospital remain committed to improving patient safety and continually providing the highest standards of care. Recently, a special area of focus has been improving communications surrounding "hand-offs," when a patient's care is transferred from one health care provider to another. Hand-offs are one aspect of the National Patient Safety Goals (NPSGs), which were established by JCAHO to bring attention to patient safety issues and to help health care organizations develop systems and techniques to further improve patient safety. Specifically, hand-offs fall under NPSG #2, "Improving Communication Among Caregivers."

The purpose of a hand-off is to provide accurate and thorough information about a patient's care, treatment, services, current condition and any recent or anticipated changes in his or her condition. Patient hand-offs can occur at various times – including nursing shift changes, physicians transferring complete care of a patient to another, physicians transferring on-call responsibility, temporary transfers of responsibility among caregivers, laboratory and radiology results being sent to a doctor's office, patients being moved from the Emergency Department to inpatient units, and patients being transferred from the MGH to other hospitals, nursing homes and home health care locations.

Patient hand-offs are a particularly vulnerable time for communication failures among caregivers, and an improperly

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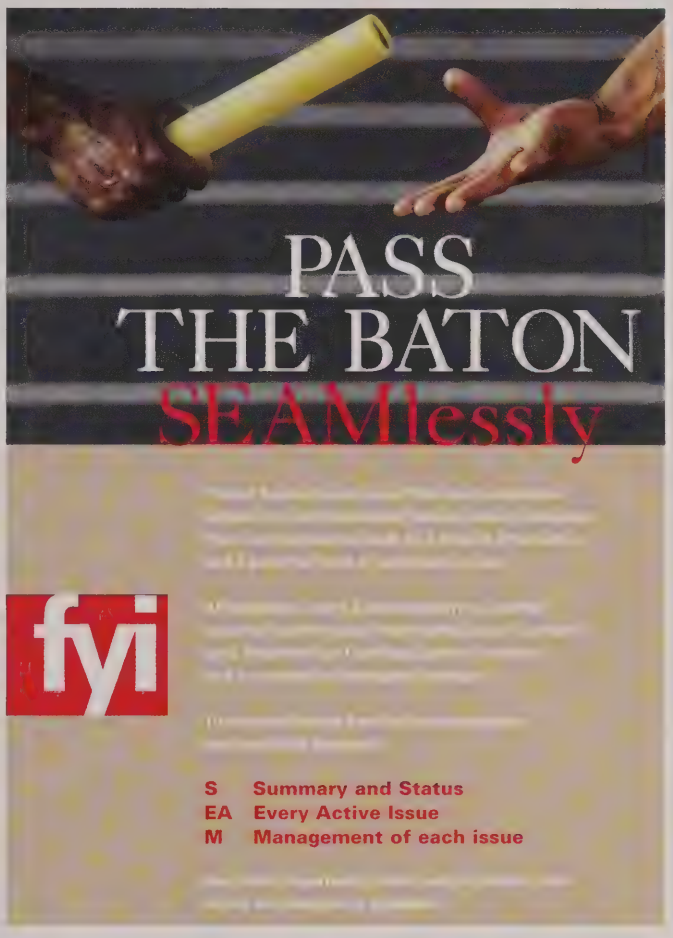

MGH supports violence prevention efforts

The MGH, along with Partners HealthCare and the BWH, are three of four health care organizations supporting the Boston Public Health Commission's goal to end violence in Boston's neighborhoods. The MGH contributed $25,000 to help fund the commission's request for proposals from community organizations that provide violence prevention and intervention programs.

Funding made available by the hospitals and the City of Boston reached $108,000. Seventeen local health centers and community-based programs and services that promote violence prevention were awarded funding. Included among the recipients was the MGH Charlestown HealthCare Center, which received $8,000 to support its violence prevention and intervention services.

"We are pleased that MGH Charlestown received this support," says Peggy Carolan-Bolognese, administrative director for MGH Charlestown. "The funds will be used to train both staff and community members in managing conflict and learning strategies for preventing and diffusing aggressive or threatening behavior. It's our hope that with this type of training and education, violence in our community will be reduced. We look forward to collaborating with the CharlesNewtown housing development, which also received funding."

For more information about the MGH Charlestown violence prevention program, call Carolan-Bolognese at (617) 724-8138.

– Passing the baton

(*Continued from page 1*)

performed hand-off can have serious safety consequences. To ensure effective hand-off communications, it is recommended that MGHers follow the SEAM approach when transferring the care of a patient:

S	Summary and Status
EA	Every Active Issue
M	Management of Each Issue

This standardized approach makes hand-offs a shared responsibility among all caregivers and helps to make sure that all aspects of a patient's care are addressed. A successful hand-off also should include ample time to ask and respond to any questions health care providers involved may have.

The MGH's compliance on hand-offs will be reviewed during patient tracers. During tracers, JCAHO surveyors will select patients who have gone through a number of the hospital's services and "trace" compliance with JCAHO standards at each stop along the patient's journey through the health care system. "Although hand-offs always have been an important part of patient care, they also have been a time of vulnerability," says Maryanne Spicer, director of MGH Compliance. "We hope this important hand-offs safety initiative championed by JCAHO will be another important advance in care for our patients."

To learn more about how to prepare for the upcoming JCAHO survey, visit *www.massgeneral.org/jcaho.* ●

Eid

Prayers for peace in the Middle East

The MGH Chapel was filled with hope as members of the hospital community gathered to pray for peace in the Middle East at a recent interfaith service. Through religious readings, music and reflection, MGHers shared their spiritual beliefs and prayed for all those currently affected by the war in the Middle East.

"It was striking to see members of the MGH community united for peace and to hear the powerful words that came from their hearts," says chaplain Michael McElhinny. "We need to realize the simple value of getting along together."

Chaplaincy staff who participated in the service were Buddhist practitioner Sue Bridge, Imam Talal Eid, Rev. Ann Haywood-Baxter, Rabbi Ben Lanckton, McElhinny, Fr. Gabriel Michel, chaplain Anneca Philippakis and Rev. Angelika Zollfrank. Harp music was performed by Katherine Willow of GentleMUSES, an organization that works with the MGH Cancer Center to share therapeutic music with patients. ●

MGH discontinues use of mainframe

It was the end of an era Aug. 15 when Partners and MGH Information Systems (IS) disconnected the IBM mainframe computers that had been operating at the hospital since the early 1970s. The MGH mainframe, a large central processing unit, had supported thousands of administrative computers since its installation, and its use had been leveraged throughout the years. But as technology has advanced, the IS teams have increasingly made use of newer server-based technology.

"During the past 15 years, we have increasingly replaced the IBM mainframe applications with new client server-based applications," says Ken Glahn, of Partners IS. "For example, Payroll has moved off the mainframe to the PeopleSoft system. Without the maintenance costs of continuing the mainframe's overhead and software support, the hospital ultimately will benefit from cost-savings with the switch."

Jim Noga, MGH chief information officer, added that with the recent implementation of the new Pharmacy computer system, the MGH now has fully migrated away from the IBM mainframe. "While the mainframe environment has served the hospital well, many of the next generation of administrative systems only are available in a client-server environment, are less expensive to support and easier to upgrade as needed," he says.

Doctors from Korea visit MGH Geriatrics

As part of a weeklong seminar on geriatric medicine hosted by the Geriatric Education and Training Center at the BWH, 19 physicians from Korea visited the MGH's Geriatric Medicine Unit to learn about the practice's programs, education and research initiatives. The trip marks the third year doctors from Korea have visited the MGH.

While most were in Boston for the first time, some enjoyed last year's visit and returned to learn more. All of the physicians attended Korea University Medical School and represent a range of specialties – including pediatrics, gynecology, psychiatry, family medicine and internal medicine. The doctors toured the hospital and visited the Geriatric Medicine Unit at Charles River Plaza. Ken Minaker, MD, presented two clinical lectures, and administrative director, Shelley Amira, spoke about the MGH practice and programs.

While in Boston, the doctors attended training and educational sessions on topics ranging from dementia to the dietary needs of the elderly. "Geriatrics in South Korea is not entirely developed yet," said Korean geriatrician Younho Chung, MD, who served as translator. "We are facing a rapid increase in the elderly population. In the next five to 10 years, we may see a crisis with the number of people in the older generation, which is why we are trying to develop our geriatrics field now." He added that the government is working to establish an insurance plan for elderly home care. ●

Clinicians from Korea hear a presentation in the Ether Dome.

American Blood Donor Idol

Blood drive challenge coming to the MGH

The MGH soon will be infused with a bit of Hollywood glamour as employees across the hospital gear up for the seventh annual MGH/BWH Employee Blood Drive Challenge, which will take place Aug. 22 through Sept. 8. This year's contest is a "battle of the television shows," pitting the *American Idol*-inspired "MGH American Blood Donor Idols" against the BWH's "So You Think You Can Bleed" team, whose name is modeled after the popular show *So You Think You Can Dance*. The goal of the competition is to encourage employees at both hospitals to help patients by donating blood at the blood donor centers of each institution around the Labor Day holiday weekend, when donation rates traditionally are low.

During the three-week contest, the MGH Blood Donor Center will offer a number of rewards to thank donors for helping the hospital to meet this year's challenge goal of 275 donations. All employees who donate will receive a special challenge T-shirt and will receive their choice of a free day of parking at the Fleet Center Garage or a $5 coupon book valid either at the Eat Street Café or Coffee Central. Additionally, MGHers who donate in August will automatically be entered to win two free tickets on JetBlue Airlines. A series of special events also are planned for the three weeks of the competition.

The MGH Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday from 7:30 am to 5:30 pm, and Friday from 8:30 am to 4:30 pm. The center is open for platelet donations Monday through Thursday from 7:30 am to 5 pm, and Friday from 8:30 am to 3 pm. Appointments are encouraged for platelet donations. Walk-ins are welcome. For more information or to schedule an appointment, call (617) 726-8177.

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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE events
The MGH Senior HealthWISE film series will sponsor a screening of the movie "Big Fish" Aug. 24, from 1 to 4 pm in the Haber Conference Room. Snacks will be provided, and a group discussion will take place following the film. Registration is required. Senior HealthWISE also will host a "Healthy Tips for Summer Sun" discussion group Aug. 28, from 1:30 to 2:30 pm at the West End Branch Library, 151 Cambridge St., Boston. Topics will include skin protection, proper hydration and other summer-related issues. Free blood pressure checks also will be available. For more information or to register for the film screening, call (617) 724-6756.

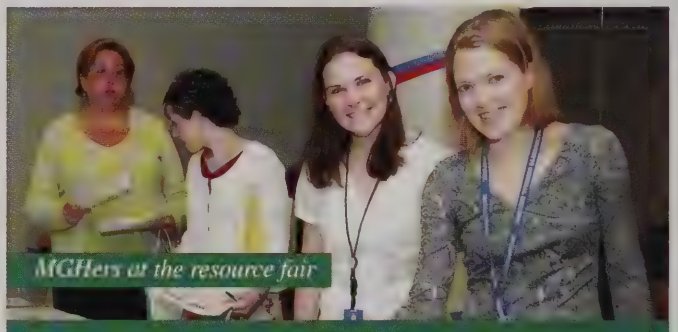
MGH Charlestown emergency preparedness table
The MGH Charlestown HealthCare Center will host an emergency preparedness information table Aug. 23, from 10 am to 6 pm in the center's lobby. Information available will include planning for an emergency at work and at home. Emergency experts will be on hand to answer questions.

Blank Lecture
Advance notice is being given for the annual Blank Lecture which will be held Nov. 15 at 5:30 pm with guest speaker George Cotsarelis, MD, the Albert M. Kligman Associate Professor of Dermatology at the University of Pennsylvania School of Medicine. The location is to be determined. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

Mind/body infertility workshops
The MGH Fertility Center is offering free mind/body fertility workshops Sept. 5, 12, 19 and 26 from 5:15 to 7:15 pm. The workshops are for individuals and couples dealing with infertility and will cover teaching, discussion and practice of meditation and other complementary medical techniques. For more information or to register, call (617) 726-8868.

CFD noontime learning series
The MGH Center for Faculty Development (CFD) noontime learning series will offer "Eight Strategies for Effective Teaching" Sept. 13, from noon to 1 pm in the Yawkey Center for Outpatient Care, Room 4820. The workshop will enhance the teaching skills of physicians and scientists who engage in the teaching of medicine and science and will provide effective strategies to facilitate the interchange of knowledge between the teacher and the student. Registration is required. For more information or to register, send e-mail to *cfd@partners.org.*

Skin therapy symposium
The Wellman Center for Photomedicine and the MGH Department of Dermatology will co-host "Laser and Aesthetic Skin Therapy: What's the Truth?" Sept. 15 through 17 at the Simches Research Center, third floor Conference Center. The symposium will focus on major topics in aesthetic skin therapy and lasers and will feature updates in treatment, safety and avoidance of complications; recognition of clinical endpoints; and assessment of new clinically relevant technologies. The symposium is approved for CME Category I credit. To register or view course information, visit *www.cme.hms.harvard.edu/courses/skintherapy.*



MGHers at the resource fair

Ambulatory care practices get ready for JCAHO

The MGH Practice Support Unit and the MGH Compliance Office recently co-hosted an information-packed JCAHO Resource Fair in the Thier Conference Room to help ambulatory practice staff members prepare for the upcoming Joint Commission on Accreditation of Healthcare Organizations (JCAHO) survey. Representatives from Environmental Health and Safety, Health Information Management, Human Resources, Infection Control, Pharmacy, Police and Security and the Practice Support Unit were on hand to present the latest information on JCAHO topics such as the National Patient Safety Goals and the tracer methodology. Visitors left with bags filled with information, posters and readiness checklists. For more information about preparing for the JCAHO survey in outpatient practices, call the Practice Support Unit at (617) 726-2681; for hospitalwide preparations, call the MGH Compliance Office at (617) 726-5109; or visit *www.massgeneral.org/jcaho.*

Submit news tips and story ideas to the *MGH Hotline*

**Contact Victoria Brady McCandless, editor, at (617) 724-6433;
Suzanne Y. Kim, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;
Lily Hoo, contributing writer**

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

**by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.**

www.massgeneral.org/news/

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August 25, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Cancer Center celebrates

More than 100 MGHers celebrated the one-year anniversary of the MGH Cancer Center Support Staff Development Program at a barbecue luncheon Aug. 3. The program began in June 2005 to provide educational opportunities and wellness workshops to Cancer Center support staff – including medical assistants, phlebotomists, office assistants, patient care coordinators, clinical research coordinators and administrative assistants who work with cancer patients, their families and friends. The development program includes monthly luncheons with members of the Cancer Center leadership team, as well as support groups that give employees an opportunity to openly discuss the challenges and unique concerns associated with working with cancer patients and their families. The program also offers regular grand rounds to educate Cancer Center staff members about topics such as chemotherapy, radiation therapy and clinical trials. During the past year, more than 150 Cancer Center employees have participated in the program.

For more information about the program, contact Lisa Costo at (617) 724-8884 or send e-mail to *mghcancercntreducation@partners.org*. To view a complete calendar of Cancer Center events, visit *intranet.massgeneral.org/cancer/staff.htm*.

From left: Riley, Assad and Grillo

Patient reconnects with the MGH

As the director of the newly-created MGH Office for Visitor Education Programs (VEP), Michelle "Shelly" Riley is accustomed to sharing with visitors all that the MGH has to offer. Some of the most popular tours she conducts include the Emergency Department, MassGeneral Hospital for Children and an MGH history tour. Recently, Riley had the opportunity to lead a tour of a different kind, helping former patient Ana Laura Assad of Victoria, Mexico, reconnect with the doctor and the hospital that gave her back her life 30 years ago.

In 1976, Assad was a 27-year-old mother who had recently given birth to her third son by Caesarean section. While she was in the hospital in Mexico recuperating from the surgery, she developed peritonitis, an inflammation of the membrane that lines the wall of the abdomen and covers the abdominal organs. Left untreated, the condition can be life-threatening. Assad's case was particularly severe – she was in a coma for one month and received a tracheostomy tube to help her breathe. Unfortunately, Assad's medical nightmare only worsened. When one of her health care providers attempted to remove the tube, her trachea was damaged. She then had a second tracheostomy, which made speech impossible.

As Assad's family grappled with their options, her cousin – who was also a doctor – insisted that she be brought to the MGH. Hermes Grillo, MD, chief of the MGH Department of Thoracic Surgery at the time, had developed new techniques for rebuilding a severely damaged windpipe in the late 1960s. In a complex surgery, Grillo removed five centimeters of Assad's scarred trachea, and then filled in the gap by pulling up her bronchial tubes and pulling down her larynx. The procedure not only restored her voice, but it returned

(*Continued on page 2*)

Bulfinch Medical Group: Learning from Toyota

The staff at MGH's Bulfinch Medical Group (BMG) recently applied methods developed by the automobile manufacturer Toyota to implement changes enhancing the workflow of their prescription processing system.

The Toyota Production System (TPS) approach encourages the workforce to identify and report problems when they occur in order for immediate small changes to be incorporated. Every work problem is seen as an opportunity to learn and improve.

At the BMG, up to 1,000 prescription refill requests are received each week, and despite a dedicated staff of assistants, there were breakdowns in the refill process, which negatively affected support staff, providers and patients. During a period of three months, assessments and solutions were generated.

"Our staff collaborated with the assistants to identify difficulties and disturbances in the prescription refill process," says Marcy Bergeron, RN, MS, ANP, director of BMG's Quality Innovation. "Our aim was to redesign the system so that those working so hard to complete these refill requests would find it 'easy to succeed and hard to fail.' We aspired to create 'smart systems' rather than rely solely on individuals' vigilance, verbal communication or memory. With clearly communicated and easy-to-follow steps and responsibilities, we have made great strides towards developing a defect-free prescription refill process."

Prior to the TPS implementation, the medical assistant (MA) would deliver the prescription request to the physician for approval, go back to pick up the approval, go to the workstation to print the prescription and then deliver it to the physician for a signature. To streamline the process, the requests for approval were removed and MAs simply printed the prescription and delivered these to the physicians for signatures. Eliminating extra steps has saved time and improved efficiency.

"Our refill requests requiring a second request from patients have diminished by 40 percent," says Bergeron. "Not only have our MAs reported increased efficiency and accuracy in the refill process, but they also report increased job satisfaction. The process improvement program has succeeded in large part because the staff members are all fully engaged."

Look for more process improvement success stories in future issues of *MGH Hotline*. For more information, call Sally Ives at (617) 726-6283.

A new mother visits an information table during World Breastfeeding Week.

MGH recognizes World Breastfeeding Week

To celebrate World Breastfeeding Week, the MGH hosted a three-day information table in the Main Corridor, where obstetricians, nutrition specialists and lactation consultants were on hand to answer questions along with representatives from the MGH Employee Assistance Program (EAP), which organizes the Mother's Corner – a breastfeeding support program for employees. Germaine Lambergs, RN, an MGH lactation consultant at the event, noticed a trend in the stories women shared that day reflecting a change in the way breastfeeding is regarded today versus 35 years ago. "We have come a long way supporting and learning about breastfeeding. We work diligently at the MGH to improve breastfeeding education and support our families." The World Breastfeeding Week was initiated in 1992 by the World Alliance of Breastfeeding Action (WABA). Along with more than 120 countries, the MGH honors this year's theme, "Code Watch: 25 Years of Protecting Breastfeeding." The MGH's multidisciplinary lactation program works to educate families and promote a breastfeeding-friendly environment within the hospital with the help of obstetricians, pediatricians, lactation consultants, the EAP, nutrition specialists, speech and language specialists, neonatalogists and nurse practitioners. For more information, call (617) 726-6976. ●

– *Patient reconnects*

(Continued from page 1)

her to the healthy and vibrant life she once knew.

While Assad has been completely healthy in the three decades since her surgery, she never forgot Grillo or the MGH. "I have always wanted to come back here," says Assad. "I wanted to see the hospital again and talk to Dr. Grillo. He gave me back my voice and my good health." This past July, her wish was granted. Assad's much-anticipated visit began with a one-on-one tour led by Riley and included stops at the Chapel, the Ether Dome and the site of the former Baker Building, where Assad had stayed while at the MGH. Then, in an emotional reunion, Assad once again got the chance to speak with Grillo, who welcomed her back to the MGH and shared details about her complicated surgery.

In addition to customized tours like Assad's, the VEP Office has a number of pre-planned tours available and also can coordinate observerships, training and seminars. For more information, call Riley at (617) 726-8363 or visit *www.massgeneral.org/vep.* ●

MGH HOTLINE

ADVANCES

Molecular switch may turn off immune cells that target HIV

A primary mystery of the AIDS epidemic – why the immune system does not control HIV infection – may have been solved by a team led by MGH researchers. They report how a molecular pathway involved in the immune cell "exhaustion" seen in some chronic viral infections plays a similar role in HIV infection and that blocking the pathway restores some function to HIV-specific T cells. The paper from researchers at the Partners AIDS Research Center (PARC) at MGH, the University of KwaZulu-Natal (UKZN) in South Africa and other institutions received early online publication in *Nature*.

"Back in 1987, we confirmed the existence of HIV-specific CD8 cells, which should destroy virus-infected cells," says Bruce Walker, MD, director of PARC and principal investigator of the *Nature* study. "But it didn't make sense that these cells were found in high numbers but were not doing their job. These new findings finally explain those early discoveries: the immune cells are there, but they have been turned off in persons with high viral loads."

Recent animal studies showed that a molecular pathway involving a receptor called PD-1 inhibits the immune system in viral infections not controlled by the immune system. To find whether a similar process takes place in HIV infection, the researchers studied immune cells from African HIV patients who had not yet received antiviral treatment. They found that HIV-specific CD8 cells from those patients did express high levels of PD-1 and the molecule's levels were associated with impaired CD8 cell function, higher viral levels and lower levels of CD4 T helper cells.

Experimentally blocking the PD-1 pathway appeared to improve the ability of CD8 cells to respond to HIV and increased the proliferation of CD4 cells. "Our finding that defects in exhausted T cells can be reversed demonstrates that active inhibitory mechanisms may play a major role in blocking T cell function. In other words, the cells may be turned off but not permanently disabled," explains Daniel Kaufmann, MD, of PARC-MGH, a co-first author of the *Nature* paper.

Co-first author Cheryl L. Day, PhD, of PARC-MGH and UKZN adds, "One of the next questions we need to answer is whether we can turn the immune system back on for HIV-infected patients in a way that will benefit them without incurring serious side effects." Other PARC-MGH co-authors are Elizabeth Mackey, Quentin Eichbaum, MD, PhD; Marcus Altfeld, MD, PhD; and Philip Goulder, MD, PhD.

Justin Stanton raises $65,000 for MGH Cancer Center

Justin Stanton is not your typical teenager. At 16 years old, he has already become a leader in his school and community, a fundraiser on behalf of cancer research and an Eagle Scout. Justin has made these accomplishments with encouragement from his family and most importantly with inspiration from his father, Kenneth Stanton, DMD, who died in 2005 after battling bone cancer.

Justin turned the pain of losing his father into a resolve to help others stricken with the disease. He established the Kenneth Stanton Fund to support orthopaedic oncology research at the MGH. In 2005, Justin organized the first annual Kenneth Stanton Walk for Cancer and garnered support from his school and community. As a result of his hard work and determination, the event raised $30,000, which he presented to the MGH Cancer Center last year.

With friends, Justin (far left) is joined by his mother, Ann, and sister Tiffany (both center), brother John (third from right), and Steven Springfield, Harmon and Dempsey (all on right).

Justin continued the walkathon in 2006 with help from some of his classmates who served on a planning committee. He and his friends built upon the walkathon's success and established the Kenneth Stanton Memorial Golf Tournament, which took place July 17, at the Nashua Country Club. Twenty-one golf foursomes took to the links to raise more than $15,000 for MGH's cancer research. On Aug. 16, Justin's family and committee members joined him at a ceremony at the hospital where he presented the check to Peter L. Slavin, MD, president of the MGH. Special guests included Reed Hillman, Lt. Governor Kerry Healey's running mate for Massachusetts governor; Thomas F. Delaney, MD, of MGH Orthopaedics; David C. Harmon, MD, of MGH Hematology/Oncology; and Thomas F. Delaney, MD, of MGH Radiation Oncology.

Justin thanked Slavin and the doctors who treated his father, as well as his friends and family members who supported him in his cause. "Hopefully we'll be here again next year with an even bigger check to advance cancer research at the MGH," he said.

For more information about the Kenneth Stanton Fund, contact Ellen Hurley, of MGH Development, at (617) 726-3854.

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MGH HOTLINE

WHAT'S HAPPENING

PIE nomination period

The Partners in Excellence (PIE) Awards nomination period currently is underway. Nominations can be made in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. To nominate a colleague, visit *pulse.partners.org/about/pie_about.htm,* or submit a paper nomination available from managers/supervisors and HR generalists. The deadline for nominations is Sept. 22. For more information, send e-mail to *partnersinexcellence@partners.org* or call (617) 724-9743.

MGH history tours

The MGH Office for Visitor Education Programs now offers history tours of the hospital on the third Friday of each month. The tour is limited to 25 people. To make a tour reservation, send e-mail with name, department and preferred tour date to *mghvep@partners.org.*

Run of Hope to benefit MGHC cancer research

The Four Seasons Hotel Boston will sponsor the annual 5K Run of Hope Sept. 10. The race will begin at 10 am at the Lagoon on the Esplanade in Boston. All proceeds will benefit pediatric cancer research at MassGeneral Hospital for Children. Boston mayor Thomas Menino and New England Revolution soccer players also will be at the event. For more information or to register as a runner, visit *www.fourseasonsrunofhope.com.*

Senior HealthWISE events

MGH Senior HealthWISE will host a "Healthy Tips for Summer Sun" discussion group Aug. 30, from 1:30 to 2:30 pm in the West End Civic Association Community Room at One Emerson Place. Topics will include skin protection, proper hydration and other summer-related issues. Senior HealthWISE also will offer an "Effective Communication with Your Health Care Providers" workshop Sept. 4, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St., Boston. The workshop will cover how to prepare for a doctor's visit, including what to bring, questions to ask and how to make the best use of time. Registration is required. For more information or to register for the workshop, call (617) 724-6756.

Employee smoking cessation program

MGH Human Resources, in cooperation with the MGH Tobacco Treatment Services, is offering a smoking cessation program for MGH employees. The group will meet Tuesdays, Sept. 12 through Oct. 31 from noon to 12:45 pm in the Yawkey Center for Outpatient Care. Registration is required. For more information or to register, call (617) 726-7443.

Spanish for Health Care classes

MGH Training and Workforce Development now is offering Spanish classes to help employees better communicate with Spanish-speaking patients. Beginner I and II classes will take place Tuesdays, Sept. 19 through Dec. 5; and Intermediate I, II and Advanced classes will take place Thursdays, Sept. 21 through Dec. 7. Registration will take place by the East Garden Café Aug. 30 and Sept. 8 from 11:30 am to 2 pm. The registration deadline is Sept. 15. For more information, contact Digna Gerena at *dgerena@partners.org* or (617) 726-5741 or visit *www.massgeneral.org/education.html.*

Change in *Hotline* publication schedule

Due to the Labor Day holiday, *MGH Hotline* will not be published Sept. 1. *Hotline*'s regular schedule will resume Sept. 8. To submit story ideas, call (617) 726-2206, fax to (617) 726-7475 or send e-mail to *Hotline@partners.org.*

MGHers organize for success

In many workplaces today, creating and maintaining an efficient system to organize information and paper can be a challenge, one that many MGHers have experienced firsthand. To help hospital employees better organize their work areas, the MGH Employee Assistance Program (EAP) recently sponsored a series of seminars, "Organize Your Workspace for Success," led by Cristin Lind, a productivity and organizing consultant. Each session had a tremendous turnout, with more than 200 people attending.

At each session, Lind detailed her 6S Model for tackling office clutter. This method is comprised of six steps: strategize, sort, select, store, systemize and sustain. Lind also discussed the many benefits of a properly organized work environment – including improved focus, fewer distractions, increased job productivity and decreased stress. "Taking a methodical approach to getting organized helps you get organized faster and stay organized longer," says Lind. "It's important to spend time setting up a system to deal with paper and e-mail before they become a problem."

For more information about other programs offered by the EAP, visit *www.eap.partners.org.*

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Suzanne Y. Kim, assistant editor, at (617) 726-0275;
Therese O'Neill, staff writer, at (617) 724-2753;
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by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

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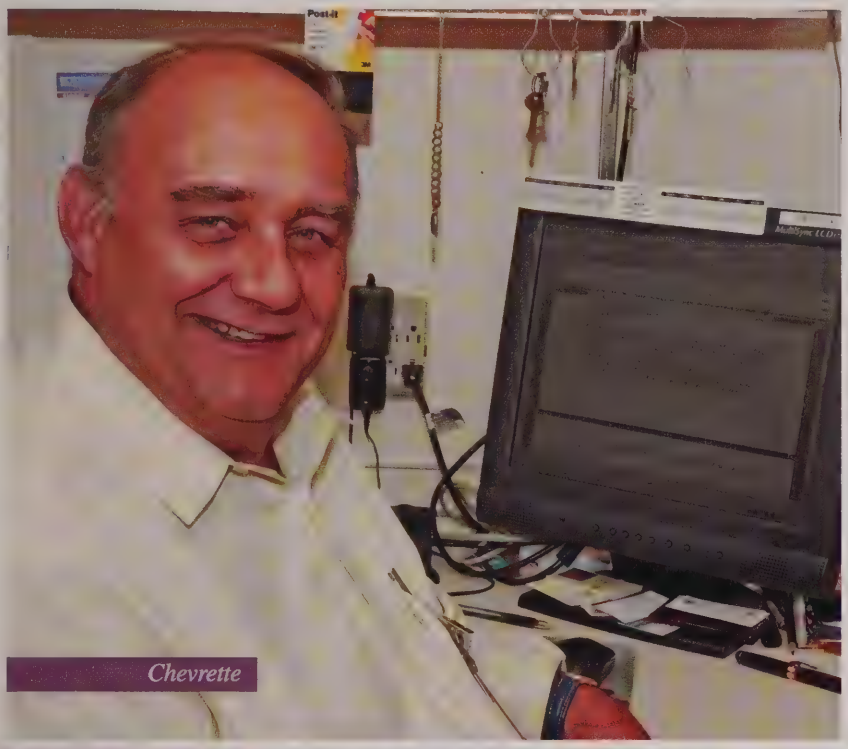
(617) 726-2206

September 8, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH selected as employer of choice for employees over 50



Chevrette

Dick Chevrette of MGH Police and Security has been a proud MGHer for more than 35 years. Recently, as he approached the age of 60, he decided that he wanted to start reducing his work hours so he could spend more time with his family, becoming what he calls "semi-retired." Because the MGH offers many benefits to employees over the age of 50 – including flexible work hours – Chevrette could make this change in his schedule with the reassurance that his job was secure. "Reducing my hours gives me the ability to better plan my time off to be with my family. The hospital benefits by using my reduced hours for projects requiring only certain days or hours. My experience is put to good use when it is needed the most. This works well for me and the MGH," he says.

Chevrette's situation is just one example of the many ways the MGH values all employees, particularly those who are close to or beyond retirement age. The many benefits the MGH offers recently were recognized by the American

(Continued on page 2)

MGH Chaplaincy Department honors new CPE graduates

Six chaplain interns from the MGH Clinical Pastoral Education (CPE) summer 2006 program recently were honored at a graduation ceremony in the MGH Chapel. The group of theological students, seminarians and clergy successfully completed an 11-week course covering the art and discipline of pastoral care. The program included hands-on training, instructional presentations, theological reflection and clinical supervision. The graduation ceremony included prayers and readings from a diverse range of religious traditions followed by a presentation of certificates by the Rev. Angelika Zollfrank, CPE supervisor; Michael McElhinny, director of Chaplaincy; and Ann Daniels, executive director of Social Work and Chaplaincy.

The MGH Chaplaincy Department will offer the next Clinical Pastoral Education program in Jan. 2007. This upcoming program will be tailored towards health care providers who wish to integrate spiritual caregiving skills into their clinical practices. Members of all faiths and those of no religious affiliation are eligible to apply. Six fellowships will be awarded through funding from the Kenneth B. Schwartz Center. Two additional Spiritual Caregiver Fellowships will be available to MGH registered nurses who are direct caregivers and who have at least two years of nursing experience. The program begins Jan. 8 and concludes May 24. For more information, contact the Chaplaincy Department at (617) 726-4774.

From left, Phuc Nguyen, Jill Starkweather, Aaron White, Rev. Angelika Zollfrank, Leslie Hoffman, Rev. Thomas Mahoney and Katharine Gerne

– Employer of choice

(*Continued from page 1*)

Association of Retired Persons (AARP), which is the leading nonprofit membership organization for people age 50 and over in the United States. The hospital was selected as one of the best employers in the country for workers over the age of 50, making the MGH one of two organizations in Massachusetts – along with the Massachusetts Institute of Technology (MIT) – to earn this honor.

The AARP started this program six years ago to acknowledge companies and organizations that have programs and policies in place to address issues that affect an aging workforce.

The MGH was selected because of the many programs and services the hospital offers that not only serve more mature workers but also are valued by all employees. These include training and career development programs, health benefits for both current employees and retirees, a range of options for retirement savings plans, financial planning services, flexible work hours, accommodations made to work environments and many recognition awards and celebrations of service.

"The MGH's workforce over the age of 50 has continued to grow through retention of current employees and hiring new individuals over the age of 50," says Jeff Davis, senior vice president for MGH Human Resources. "We particularly value these staff members for their broad range of experience, knowledge and expertise and the added value they bring to the MGH community. Receiving this honor from the AARP further illustrates our commitment to being an employer that meets the worklife needs for all of our employees." ●

The new CGRF is now open on Simches 2.

New Clinical Genetic Research Facility in Simches

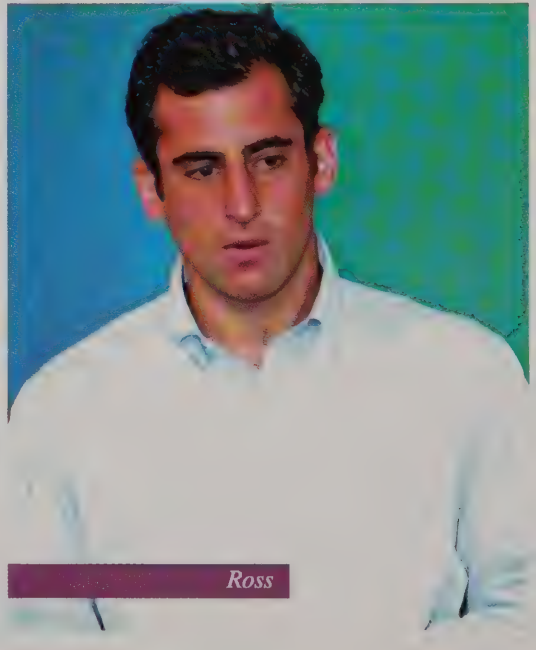
MGH investigators performing outpatient genetic studies now can make use of the new Clinical Genetic Research Facility (CGRF) located in the Simches Research Building. The contemporary 2,800-square-foot facility features six exam rooms, two interview/observation rooms, one phlebotomy room and a processing laboratory. Investigators also can employ the CGRF's experienced medical assistant and genetic counselor for tasks such as drawing blood, lab processing, consultation and assistance with subject consent forms and Human Research Committee Internal Review Board approvals.

The facility is an initiative of the MGH Center for Human Genetic Research, directed by James F. Gusella, PhD, and is managed by Penelope Roberts, MS, CGRF manager and genetic counselor. "This new space is a great resource for the research community," says Roberts. "Our mission is to support and promote genetics in clinical research here at the MGH. Investigators have everything they need available, and we are looking forward to working with new researchers."

The CGRF is open to all investigators performing genetic studies. Those who are conducting genetic studies supported by noncommercial sponsors are given priority. The CGRF also considers genetic studies sponsored by industry, as well as those without a genetic component on a space-available basis.

For more information, contact Roberts at (617) 643-3133 or *proberts@partners.org*. ●

Seniors meet with City Councilor Ross



Ross

Community issues were the focus of the day as participants in the MGH Senior HealthWISE program gathered in the Haber Conference Room Aug. 17 to meet with Boston City Councilor Michael Ross. The discussion began with updates from Ross about current community and legislative issues such as the possibility of a pedestrian bridge at Leverett Circle, plans for a new dormitory at Suffolk University and information about the Taxi Cab Bill of Rights. Addressing teen gun violence also was of particular concern to the seniors, who participated in an animated discussion about prevention ideas – including youth summer jobs, extended school days and an increased number of community centers throughout the area. The seniors enjoyed hearing about the latest community news and were pleased to make suggestions and to have their questions answered personally by Ross. ●

2006 Partners in Excellence Award
Nomination Packet

Partners' Accomplishments

Thanks to you and your colleagues working together throughout the Partners system, we have made great gains during the 12 years of our partnership. All of us can be proud of the accomplishments of Partners HealthCare. Our hospitals continue to be recognized as national leaders in providing high quality patient care; our research program, one of the largest of its kind, continues to make discoveries that improve care for patients not only in Massachusetts, but across the country and around the world; and year after year, our academic programs attract the best candidates nationally and worldwide.

One of Partners' most notable ongoing accomplishments has been the implementation of the Signature Initiatives, a system-wide effort to further improve the quality and efficiency of care delivered to our patients. These five initiatives are:

1) Maximizing the use of new information technology:
   Encouraging system-wide adoption and use of the electronic medical record and computerized provider order entry, thereby improving our ability to measure quality and efficiency to improve performance
2) Increasing patient safety and reducing medical errors:
   Through the use of the electronic medical record and computerized provider order entry as well as new technologies such as bar coding and smart pumps; building and maintaining the knowledge bases that technological applications require
3) Making high quality uniform across the Partners system:
   Designing systems to support measurement and improvement; identifying areas of excellence and areas needing improvement; seeking and sharing best practices; measuring and tracking improvement; evaluating practice models and IS tools; patient and practitioner education
4) Better coordinating care for patients with complex medical conditions, improving care and reducing costs for chronic disease patients:
   Focusing special attention on our highest risk patients and their clinical, psycho-social and social needs; developing a framework for taking care of complex patients over a longer period of time
5) Improving efficiency in the use of medications and imaging technology:
   Ensuring that we are using the appropriate drugs and high-cost tests for the appropriate patients; ensuring that pharmaceutical guidelines and standards are available at the point of prescribing; understanding and addressing variability in radiological test utilization

To acknowledge and celebrate our many accomplishments and this innovative way of taking medicine at Partners into the future, this year's *Partners in Excellence* Awards will include special recognition of Partners employees who have contributed to the success of the Signature Initiatives. As always, these awards will recognize both individuals and teams at all levels of Partners for their "above and beyond the call of duty" contributions. *Partners in Excellence* ceremonies will be held in December and January to honor recipients and thank all employees.

Award Criteria

The *Partners in Excellence* Award recognizes individuals or teams who have made significant contributions to Partners and helped to advance the goals of the Signature Initiatives in the areas of **quality treatment and service, leadership and innovation, teamwork, operational efficiency or outstanding community contributions**.

All employees in good standing, including medical staff, who work within Partners HealthCare and its affiliates, are eligible to receive a *Partners in Excellence* Award. Any employee may nominate any other employee with one exception: senior managers are not eligible for nomination. Recipients must be employed by Partners or one of its affiliates at the time of the award ceremony in order to receive recognition. Each institution is allocated a set number of team and individual awards. Each institution's human resources executive chairs a selection committee with representatives from various departments to review that institution's nominations and select their individual and team award recipients.

2006 Partners in Excellence Award
Individual Nomination Form

Exemplary accomplishments at all levels of Partners HealthCare contribute to our ability to build a strong, customer-focused organization. Because of his or her "above and beyond the call of duty" contributions to Partners' accomplishments, I am nominating:

(Please write legibly or type)

Name of Individual Being Nominated: _____

Department: _____ **Employee I.D. #:** (If known)_____

Nominee's E-Mail Address: _____ **Nominee's Telephone #:** (___)_____

Nominee's Institution: (check one)

- ❑ Brigham & Women's Hospital
- ❑ Mass. General Hospital
- ❑ Partners Corporate
- ❑ Dana-Farber/Partners CancerCare
- ❑ Faulkner Hospital
- ❑ McLean Hospital
- ❑ Newton-Wellesley Hospital
- ❑ North Shore Medical Center
- ❑ PCHI

Health Center or other site (if applicable): _____

Partners Continuing Care:

- ❑ The Boston Center for Rehab. & Sub-Acute Care
- ❑ North End Rehab. & Nursing Center
- ❑ Partners Home Care
- ❑ Rehab. Hospital of the Cape & Islands
- ❑ Shaughnessy-Kaplan Rehab. Hospital
- ❑ Spaulding Rehab. Hospital Network

Award Categories: (Please check only one category per nomination)

- ❑ Quality Treatment and Service (includes patient care, respect for individuals, customer focus, etc.)
- ❑ Leadership and Innovation (includes patient care, teaching, research, management, etc.)
- ❑ Teamwork
- ❑ Operational Efficiency
- ❑ Outstanding Community Contributions

Description of Accomplishment(s):

You may use the back of this form to describe the reason for the nomination. Please provide as much detail as possible to accurately describe the reason for the nomination. Documentation in support of the nomination, such as letters from patients or other material, may be included with the submission.

USE FORM ON BACK TO PROVIDE DESCRIPTION

PARTNERS HEALTHCARE

2006 Partners in Excellence Award
Individual Nomination Description

In 400 words or less, describe the reason for the nomination, highlighting the outcome of the accomplishments in terms of quality improvement, financial savings or improved efficiency. (Please write legibly. You may also type the description on a separate sheet and attach to the nomination form.)

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Nominated By: _____

Department: _____ **In-house Bldg/Room Location:** _____

Date: _____ **E-Mail Address:** _____ **Telephone #:** (___)_____

Nominator's Institution (check one):

- ❑ Brigham & Women's Hospital
- ❑ Mass. General Hospital
- ❑ Partners Corporate
- ❑ Dana-Farber/Partners CancerCare
- ❑ Faulkner Hospital
- ❑ McLean Hospital
- ❑ Newton-Wellesley Hospital
- ❑ North Shore Medical Center
- ❑ PCHI

Partners Continuing Care:

- ❑ The Boston Center for Rehab. & Sub-Acute Care
- ❑ North End Rehab. & Nursing Center
- ❑ Partners Home Care
- ❑ Rehab. Hospital of the Cape & Islands
- ❑ Shaughnessy-Kaplan Rehab. Hospital
- ❑ Spaulding Rehab. Hospital Network

Health Center or other site (if applicable): _____

Submit your 2006 nomination by September 22, 2006

Online: http://pulse.partners.org/about/pie_about.htm
Fax: (617) 724-0931
Mail: Partners in Excellence Award, Partners HealthCare, Employee Programs, 101 Merrimac Street, 3rd Floor, Boston, MA 02114

For questions, contact Partners Employee Programs at (617) 724-9743 or via email at partnersinexcellence@partners.org

PARTNERS HEALTHCARE

2006 Partners in Excellence Award
Team Nomination Form

Exemplary accomplishments at all levels of Partners HealthCare contribute to our ability to build a strong, customer-focused organization. Because of this team's "above and beyond the call of duty" contributions to Partners' accomplishments, I am nominating:

(Please write legibly or type)

Name of Team Being Nominated: _____

Team's Institution: (check one)

- ❑ Brigham & Women's Hospital
- ❑ Mass. General Hospital
- ❑ Partners Corporate
- ❑ Dana-Farber/Partners CancerCare
- ❑ Faulkner Hospital
- ❑ McLean Hospital
- ❑ Newton-Wellesley Hospital
- ❑ North Shore Medical Center
- ❑ PCHI
- ❑ Partners Network Team -- *a team with members from more than one institution whose efforts benefit multiple institutions*

Partners Continuing Care:

- ❑ The Boston Center for Rehab. & Sub-Acute Care
- ❑ North End Rehab. & Nursing Center
- ❑ Partners Home Care
- ❑ Rehab. Hospital of the Cape & Islands
- ❑ Shaughnessy-Kaplan Rehab. Hospital
- ❑ Spaulding Rehab. Hospital Network

Health Center or other site (if applicable): _____

Team Leader(s) Name (Required) (Attach another sheet for additional names)	**Institution (Required)**	**Telephone # (Required)**	**E-Mail Address (If known)**	**Employee ID # (If known)**
1.				
2.				

Award Categories: (Please check only one category per nomination)

- ❑ Quality Treatment and Service (includes patient care, respect for individuals, customer focus, etc.)
- ❑ Leadership and Innovation (includes patient care, teaching, research, management, etc.)
- ❑ Teamwork
- ❑ Operational Efficiency
- ❑ Outstanding Community Contributions

Name of Team Members (Required) (Attach another sheet for additional names)	**Institution/Site (Required)**	**Employee ID # (If known)**

Description of Accomplishment(s):

You may use the back of this form to describe the reason for the nomination. Please provide as much detail as possible to accurately describe the reason for the nomination. Documentation in support of the nomination, such as letters from patients or other material, may be included with the submission.

USE FORM ON BACK TO PROVIDE DESCRIPTION

PARTNERS HEALTHCARE

2006 Partners in Excellence Award
Team Nomination Description

In 400 words or less, describe the reason for the nomination, highlighting the outcome of the accomplishments in terms of quality improvement, financial savings or improved efficiency. (Please write legibly. You may also type the description on a separate sheet and attach to the nomination form.)

Nominated By: _____

Department: _____ **In-house Bldg/Room Location:** _____

Date: _____ **E-Mail Address:** _____ **Telephone #:** (___)_____

Nominator's Institution (check one):

- ❑ Brigham & Women's Hospital
- ❑ Mass. General Hospital
- ❑ Partners Corporate
- ❑ Dana-Farber/Partners CancerCare
- ❑ Faulkner Hospital
- ❑ McLean Hospital
- ❑ Newton-Wellesley Hospital
- ❑ North Shore Medical Center
- ❑ PCHI

Health Center or other site (if applicable): _____

Partners Continuing Care:

- ❑ The Boston Center for Rehab. & Sub-Acute Care
- ❑ North End Rehab. & Nursing Center
- ❑ Partners Home Care
- ❑ Rehab. Hospital of the Cape & Islands
- ❑ Shaughnessy-Kaplan Rehab. Hospital
- ❑ Spaulding Rehab. Hospital Network

Submit your 2006 nomination by September 22, 2006

Online: http://pulse.partners.org/about/pie_about.htm
Fax: (617) 724-0931
Mail: Partners in Excellence Award, Partners HealthCare, Employee Programs, 101 Merrimac Street, 3rd Floor, Boston, MA 02114

For questions, contact Partners Employee Programs at (617) 724-9743 or via email at partnersinexcellence@partners.org

PARTNERS HEALTHCARE

MGH HOTLINE

MGH Charlestown program recognized

The Charlestown Substance Abuse Coalition (CSAC), a program of MGH Community Benefit and the MGH Charlestown HealthCare Center, has been named one of Boston's Top 10 Crime Watch Groups of the Year by the Boston Police Department (BPD). CSAC was one of ten community groups, each representing a BPD district, recognized for outstanding work and collaboration with the BPD and Boston Community Service Office.

Boston Mayor Thomas M. Menino, Acting Boston Police Department Commissioner Albert E. Goslin, Superintendent Robert Dunford and Judith Wright, director of the BPD Neighborhood Crime Watch Unit, presented the award to CSAC members at the 2006 National Night Out Awards reception July 31 at the John Hancock Conference Center.

On Aug. 1, CSAC also was recognized as the Crime Watch Group of the Year for BPD District A-1, at the annual National Night Out event in Chinatown. Mayor Menino presented members of CSAC with the award for the group's crime prevention efforts.

National Night Out Boston 2006 is the 23rd annual citywide celebration of empowering peace throughout the city of Boston. This program cultivates and strengthens partnerships between the community, youth, police, city agencies and community-based organizations.

Beth Rosenshein, director of CSAC, accepted the award along with community residents who are active coalition members. "We are particularly proud to have been nominated by District A-1 Captain Bernard P. O'Rourke and Sergeant Thomas W. Lema, Jr.," says Rosenshein. "Both officers have been active supporters and participants in all of our efforts to reduce substance abuse and increase the safety and quality of life in our neighborhoods. This acknowledgment and award speaks to the fact that we have established a true collaboration between the Boston Police Department and the community through the coalition."

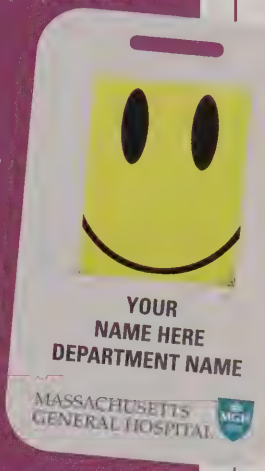
CSAC was established in February 2004 to address the substance abuse problem and its consequences in the Charlestown neighborhood. The community-based coalition consists of more than 60 members, including residents, businesses, organizations and advocates who work together to reduce substance abuse, offer programs to families in need and protect the futures of area youth. ●

Rosenshein accepts the crime watch award on behalf of CSAC from Mayor Menino.

PHOTO COURTESY OF BOSTON POLICE DEPARTMENT

ID badge required at all times

The MGH Police and Security Department reminds all hospital staff and employees that wearing a hospital photo identification badge is required at all times on MGH property. The policy, mandated by the hospital, Joint Commission on Accreditation of Healthcare Organizations (JCAHO) requirements and Massachusetts law, states, "all employees and students must wear a hospital identification badge whenever performing hospital duties or engaged in other hospital business in hospital buildings." Wearing an ID badge also is a sign of welcome and respect for patients, families and visitors.



Employees can replace lost or damaged ID badges at the Police and Security Photo ID Office located in the Clinics Basement, Room 055, Monday through Thursday, from 7:30 am to 4 pm, and Friday, from 10:30 am to 4 pm. Staff members who work at an MGH satellite location can obtain a new ID badge at the Charlestown Navy Yard Photo ID Office, Building 149, West Lobby, Monday through Friday, from 8 am to 3:30 pm. There is a $10 charge for replacement ID badges at both locations. For more information, call MGH Police and Security at (617) 726-2121.

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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE events
The MGH Senior HealthWISE lecture series will host "Community Resources" Sept. 14, from 11 am to noon in the Haber Conference Room. Ruth Grabel, MPH, of the Massachusetts Department of Public Health, will discuss resources and activities for seniors available in the Boston area. Senior HealthWISE also will offer a "Fall Into Fitness" exercise session Sept. 20, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served. Registration is required. For more information or to register, call (617) 724-6756.

Share ideas for new simulation center
The Simulation Center Task Force will be hosting town meetings to gather suggestions from the MGH community for the new simulation education center. The meetings will be held Sept. 11, from 7 to 8 am in the O'Keeffe Auditorium; Sept. 13, from noon to 1 pm in the Haber Conference Room; and Sept. 21, from 4 to 5 pm in the Yawkey Center, Room 2210. The meetings are open to all. For more information, contact Andrea Beloff at *abeloff@partners.org.* To share suggestions for the simulation center, e-mail *mghsimulation@partners.org.*

Presentation on IRB issues
The MGH Clinical Research Program will offer "IRB Issues for the Bench and Desk Scientist" Sept. 13, from 4 to 5 pm in the O'Keeffe Auditorium. The presentation will be given by Elizabeth Hohmann, MD, chair and director of Partners IRB, and will cover IRB exemptions, expedited reviews, waivers of consent and confidentiality precautions. To register, visit *hub.partners.org.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

Annual shift of earned time to extended sick leave
The annual shift of earned time (ET) to extended sick leave (ESL) for weekly MGH employees will take place the week ending Sept. 23 with the new balances appearing in the last paycheck in September. Any ET in excess of the allowed annual maximum will automatically transfer into the employee's ESL account, provided the employee has less than the ESL account maximum balance. For more information about ET and ESL, visit *is.partners.org/hr/New_Web/mgh/index.htm,* then select "Benefits" and then "Earned Time and Extended Sick Leave."

Partners Telemedicine symposium
Partners Telemedicine will host the symposium "Connected Health – Empowering Care Through Communications Technologies" Sept. 18 and 19 at the Conference Center at Harvard Medical School on Avenue Louis Pasteur. Interactive sessions, workshops and panel discussions will focus on the application of new health care communications technologies. MGH attendees are eligible for a $75 reduced rate. To receive the special rate, use the discount code "MGH" when registering. For more information or to register, visit *www.telemedicine.partners.org* or e-mail *telemedevents@partners.org.*

Orthopædic Ambulatory Surgery Center open house
The MGH Orthopædic Ambulatory Surgery Center will host a ribbon-cutting and open house Sept. 14, from 5:30 to 7:30 pm at MassGeneral West in Waltham. Remarks will begin at 6 pm. Refreshments will be served.

Gaucher Disease education activities
In recognition of National Gaucher Disease Awareness Month, the MGH will offer a presentation by Henry Mankin, MD, who will discuss the evaluation, diagnosis and treatment of Gaucher Disease for the primary care provider Sept. 14, from 12:30 to 1:30 pm in the Potts Conference Room. An information table about the disease also will be available in the Main Corridor Sept. 14, from 10 am to noon.

Fall 2006 medical terminology courses
MGH Workforce Training and Development now is offering Medical Terminology I and II classes. The level I class will begin Sept. 25 and the level II class will begin Sept. 27. The cost is $70 for the level I class and $50 for the level II class with the most recent textbook. All classes will be held at 165 Cambridge St., Suite 200. To receive an application form e-mail *mghtraining@partners.org* or register online in PeopleSoft at *ibridge.partners.org/getaccess.* For more information, call (617) 724-3368.

Fall 2006 HR Course Offerings
MGH Training and Workforce Development has released the schedule for the Fall 2006 HR Course Offerings covering topics such as communication and writing skills, time and project management and understanding hospital finances. For a complete schedule, visit *is.partners.org/hr/training/hr/training.html.* Registration can be completed through PeopleSoft. For more information, e-mail *mghtraining@partners.org* or call Kevin Cotter at (617) 724-3368.

Sept. 11 remembrance services
Sept. 11 remembrance services will be held Sept. 11 at 9 am in the O'Keeffe Auditorium and at 12:15 pm in the MGH Chapel located on Ellison 1.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.
www.massgeneral.org/news/
***MGH Hotline* is published weekly by the MGH Public Affairs Office.**
(617) 726-2206

September 15, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Family has healthy baby boy with help from ECMO

When Fatuma and Abiy Roba of Ethiopia welcomed their son, Fraul, into the world in September 2005, they were excited at the birth of their first child. A three-time winner of the Boston Marathon and the gold medalist in the women's marathon at the 1996 Summer Olympics, Fatuma and her husband looked forward to starting a new chapter in their lives as a family. Although Fraul appeared healthy at first, within minutes of his birth it was clear that something was seriously wrong.

Doctors diagnosed Fraul with pulmonary hypertension of a newborn, a condition that causes babies to experience problems with breathing and lung function soon after birth. Before a baby is born, oxygen is circulated throughout the body without using the lungs. Instead, the placenta supplies the baby with oxygen through the umbilical cord, and the pulmonary artery sends blood

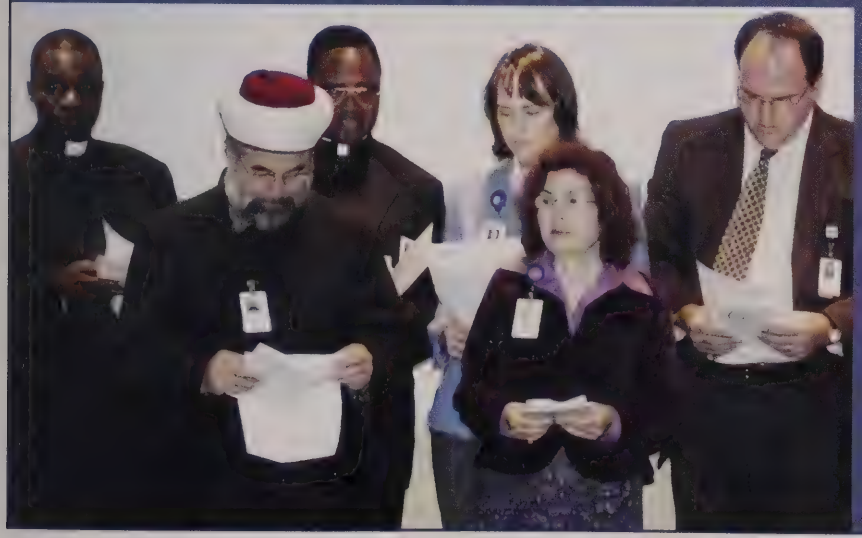
(*Continued on page 2*)

Masiakos with the Roba family

MGH community remembers Sept. 11

On the fifth anniversary of the Sept. 11 terrorist attacks, MGHers gathered in the O'Keeffe Auditorium for an interfaith service of reflection and hope in remembrance of that tragic day. Led by members of MGH Chaplaincy and MGH Administration, MGHers honored those who lost their lives with prayers, readings, poems and music. "Today we acknowledge our ongoing despair about the events of Sept. 11 and the changes and effects it had on people's lives," said Michael McElhinny, MDiv, MGH chaplain, during the opening reflection. "We declare a hole has been torn in our universe."

The service also included readings, prayers and songs from Jeanette Ives Erickson, RN, MS, chief nurse and senior vice president for Patient Care Services; Jeff Davis, senior vice president for Human Resources; Andrea Stidsen, LICSW, of the Employee Assistance Program; Britain Nicholson, MD, chief medical officer; Keith Brinkley, operations coordinator for Hematology; Jeffrey Brody, an area musician; and Joanne Cavorate, a harpist with GentleMUSES.



Members of MGH Chaplaincy lead the reflection.

– ECMO help

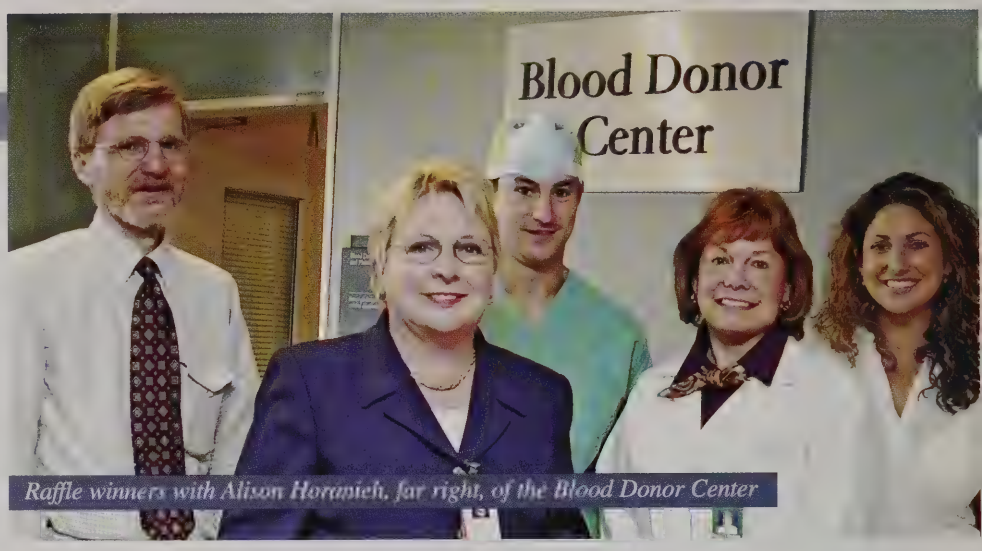
(*Continued from page 1*)

back into the heart. However, when a newborn has pulmonary hypertension, the bloodflow continues to bypass the lungs as it did before birth, leading to extreme oxygen deprivation. Without proper treatment, the condition often is fatal.

It was a coincidence that the Robas had chosen the MGH for their son's birth, but it also was a decision that saved Fraul's life. The MGH is one of only two hospitals in the Northeast that offers the therapy Fraul needed – extracorporeal membrane oxygenation (ECMO). This technology, which was reintroduced at the MGH by Daniel Ryan, MD, of MGH Pediatric Surgical Services, uses an artificial lung to give the baby oxygen so that the body has time to repair the original problem – which can include an infection or a hernia – that caused the pulmonary hypertension. Newborns needing ECMO often are so fragile that they die while being transported to ECMO facilities from other hospitals, so Fraul was especially fortunate to be born at the MGH where doctors and nurses could give him the treatment he so desperately needed. Under the care of Peter Masiakos, MD, also of Pediatric Surgical Services, Fraul was brought to the Neonatal Intensive Care Unit (NICU), where he received ECMO therapy for seven days. After one month, he was healthy enough to head home to Ethiopia with his parents.

The Robas are extremely grateful for the excellent care Fraul received while at the MGH. "Dr. Masiakos is like a family member to us," says Abiy. "Not only him, but all the nurses there in the NICU. We have framed pictures of all of them in our home."

This summer, the Roba family made a return visit to the MGH so doctors could check Fraul's progress. "Looking at Fraul now, you wouldn't guess that he was as sick as he was," says Masiakos. "He is meeting all of his developmental milestones and is keeping his parents very busy. His recovery was only possible through the exhaustive work of the NICU nurses, respiratory therapists and his neonatologist." ●



Raffle winners with Alison Horanieh, far right, of the Blood Donor Center

MGH wins again in blood drive challenge

The MGH has achieved its seventh straight win in the annual MGH/BWH Employee Blood Drive Challenge, which was held Aug. 22 through Sept. 8. During the three-week competition, the MGH Blood Donor Center had 181 employee donations, reaching 66 percent of its challenge goal of 275 donations. Each year, the MGH and BWH participate in the challenge to encourage employees at both hospitals to help patients by donating blood around Labor Day, when donation rates traditionally are low.

As a special reward to thank employees who donated during the challenge, the Blood Donor Center held a number of drawings with prizes that included gift certificates to Whole Foods, Coldstone Creamery, the Grand Canal restaurant and passes to the Museum of Science. The winners were Susanne Downey, Kathleen Feeney, Kathleen Harrington, Michele Sperounis, Josh Cruz, Katie Hutton, Maura Quinn, Susan Prince, Robin Ryther, Greg Moulton, Bernadette Ruchwa, Shawn McEntee and Jeri Levasseur.

Additionally, all those who donated during the months of July and August automatically were entered to win two free tickets on JetBlue Airlines. The winner of the tickets was Mike DuBuque, who gave blood on the MGH Bloodmobile during a drive held at AVID Technologies in Tewksbury, Mass.

For more information about donating blood at the MGH Blood Donor Center, call (617) 726-8171. ●

Manage infertility with a Day of Wellness

Managing infertility can be stressful as well as challenging. To address the special issues and concerns associated with this topic, the MGH Fertility Center will offer a Day of Wellness featuring a "Healing Power of Song" workshop for individuals and couples interested in learning more about managing infertility September 30, from 9 am to 1 pm at the Schiff Conference Center on Yawkey 4.

The event will feature an overview of the center's programs in complementary medicine, including a holistic, mind-body approach to fertility management. Fertility Center physicians, nurses and social workers will be on hand to discuss stress reduction, meditation techniques and acupuncture therapy as holistic approaches that work alongside state-of-the-art medical treatment in support of fertility management. The highlight of the day will include a workshop on song therapy facilitated by professional voice coach Claude Stein, founder of the Natural Singer Workshop, a program that helps people from all walks of life find their voice. The workshop will help participants explore and develop techniques and exercises that use voice to relax the mind and body.

The Day of Wellness is free to all participants, and space is limited. Guests do not need to be patients of the MGH Fertility Center to participate, and no previous singing experience is required. A light breakfast and lunch are included. To register or for more information, call (617) 726-8868. ●

MGH HOTLINE

Learning about health care careers

For the past 15 years, the MGH has taken an active role in providing summer employment to Boston area youth interested in exploring the world of health care. This summer, more than 140 students from the Timilty Middle School, East Boston High School (EBHS), the Health Careers Academy and other area schools had the opportunity to spend their vacations at the MGH learning about health care careers through the MGH Summer Jobs Program. This program – which is sponsored by the MGH Community Benefit Program and comprises three different youth employee programs – offers students summer employment at the MGH with the goal of increasing their awareness about the variety of career options in health care.

Jobs for Youth is an eight-week program offered to high school students. Participants work 25 hours per week, getting hands-on experience in health care. The program includes a number of professional development workshops, which help prepare the students for the many job opportunities available in today's workforce. This summer, students were employed in 60 departments across the MGH – including Radiology, Patient Care Services and Nutrition and Food Services.

The MGH Division of Nephrology was just one area in the hospital that welcomed the young employees this summer. MGH staff members worked side-by-side with the students as they participated in research projects that included the study of kidney formation and identifying changes in the pattern of cystoskeletal distribution. "The challenge of understanding modern research problems really motivated our students and gave them a taste for what laboratory research is like," says Iain Drummond, PhD, who worked with the students. "Their enthusiasm pushed us to try some new things too; it was a win/win experience."

The MGH/Timilty Partnership SummerWorks program is a structured career exploration and employment program that offers part-time summer jobs to graduates of the Timilty Middle School. During the seven-week program, students combined their on-the-job experiences with weekly workshops that covered topics such as personal finance and goal setting. The program is funded by Partners Human Resources with help from a grant from the Howard Hughes Medical Institute. This year, students worked in departments such as the Photography Lab and Police and Security.

The third component of the MGH Summer Jobs Program is the ProTech program, which is a school-to-career internship program for juniors and seniors at EBHS who are interested in pursuing health care careers. For more information about ProTech, see article at right. ●

MGH employees and students in the Jobs for Youth program

MGH/East Boston H.S. ProTech Program

On Aug. 16, 10 ambitious students from the MGH/East Boston High School Partnership graduated from the ProTech program. Now in its 16th year, the program has helped hundreds of high school juniors and seniors to prepare for careers in health care.

The MGH ProTech program employs up to 24 interns each year in clinical and nonclinical areas at the hospital such as Patient Care Services, Radiology, Pathology and Pharmacy. For 20 months, starting in January of their junior year, students work alongside MGH employees and contribute as team members in work environments that foster professional growth.

"The program is a structured, two-year paid internship program that combines classroom instruction with work-based learning to introduce the students to the world of health care," says Galia K. Wise, manager of the MGH/EBHS Partnership. "Each year I am impressed with the motivation and excitement that these students bring to their internships."

ProTech graduate Dominica C. Campbell presented a heartfelt speech at this year's graduation ceremony. "The ProTech program has definitely made a difference in my life," said Campbell. "It has helped me to grow in many ways. I understand the meaning of responsibility and compassion more than I ever did before joining the program."

Campbell is one of three recipients of the 2006 MGH Edward M. Kennedy Health Career Scholarship awards and will be attending the University of Massachusetts Amherst, where she plans to study pre-medicine.

The ProTech program is funded by Partners Human Resources and is a school partnership initiative of the MGH Community Benefit Program. For more information, call Wise at (617) 724-8326.

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MGH HOTLINE

WHAT'S HAPPENING

JCAHO information table
The MGH JCAHO Steering Committee will host a JCAHO readiness information table Sept. 20, from 9 am to 4 pm at the bottom of the central stairwell outside the Eat Street Café. Information at the table will help all MGHers prepare for the upcoming JCAHO survey. All visitors will have the opportunity to enter a raffle for two tickets to a New England Patriots game.

Eldercare discussion group
The MGH Employee Assistance Program will host its monthly eldercare discussion group Sept. 19, from noon to 1 pm in the Doerr Conference Center, Room 10650, Yawkey Center. Topics covered will include care coordination, the grief process and legal, estate and medical issues. For more information, call (617) 726-6976.

Erev Rosh Hashanah service
MGH Chaplaincy will offer a Erev Rosh Hashanah service Sept. 22 at 11 am at the MGH Chapel on Ellison 1.

Budgeting workshop
The MGH Employee Assistance Program will offer a "Your Budget Blueprint" workshop Sept. 21, from noon to 1 pm in the Thier Conference Room. For more information, call (617) 726-6976.

Senior HealthWISE events
The MGH Senior HealthWISE lecture series will offer "Vitamins and Supplements" Sept. 21, from 11 am to noon in the Haber Conference Room. Helen Delichatsios, MD, of the Beacon Hill Primary Care Practice, will present. Senior HealthWISE also will host an "EatWISE, Eat Smart" workshop Sept. 21, from 3 to 4 pm at the West End Branch Library. The six-week workshop will cover healthy eating for older adults. The program also will offer an "Effective Communication with Your Health Care Providers" workshop Sept. 25, from 1:30 to 2:30 pm at the West End Branch Library. Registration is required for both workshops. For more information or to register, call (617) 724-6756.

Presentation on IRB issues
The MGH Clinical Research Program is offering "What Does the IRB Really Want? How to Write a Human Studies Protocol" Sept. 19, from 4 to 5 pm in the Simches Research Building, Room 3110. To register, visit *hub.partners.org.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

Fall 2006 computer training schedule
Partners Information Systems Training has released the Fall 2006 schedule for computer training workshops. Visit *is.partners.org/training,* then click "Microsoft Office Classes" and the MGH logo. Schedules and information also are available by calling (617) 724-1229. Completed registration forms may be faxed to (617) 724-1402.

Latino Heritage Month celebration
In honor of Latino Heritage Month, the MGH Latino Heritage Planning Committee will host "Our Rich Culture Contributing to America's Future" Sept. 22, from 11:30 am to 12:30 pm in the O'Keeffe Auditorium. Renowned writer Esmeralda Santiago will give the keynote address. A reception will be held from 12:30 to 2 pm under the Bulfinch Tent.

AARP photo for employees over age 50
In honor of the MGH's designation as one of the best employers in the country for workers over age 50 by the American Association of Retired Persons (AARP), all MGH employees over age 50 are invited to participate in a group photo in front of the Bulfinch Building. The photo will take place Sept. 19, at 7 and 10 am and 3 and 6 pm.

Operation Poseidon disaster drill
The MGH will participate in Operation Poseidon, a disaster response exercise, Sept. 17, beginning in the early morning and lasting into the afternoon at the White Ramp, the WACC and the ED. The MGH will activate its disaster plan, deploy its HAZMAT and Radiation Response teams and set up the Mass Decontamination Unit outside the main entrance for decontamination of simulated victims, who will be sent to other areas of the hospital including the WACC and the ED. Staff, patients, and visitors will have access to the Parkman Street and Yawkey parking garages and will be able to enter via the WACC circle, the Clinics Building and the Gray Lobby. The Fruit Street Garage entrance will be closed for the duration of the drill. Vehicles can exit at any time. For more information, contact Craig Cochran at (617) 726-0312 or *cccochran@partners.org.*

Last week for PIE nominations
This is the last week to submit nominations for the 2006 Partners in Excellence (PIE) Awards. All MGHers are invited to nominate their colleagues in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. To submit a nomination online, visit *pulse.partners.org/about/pie_about.htm.* Forms also are available from managers and supervisors. All nominations are due by Sept. 22. For more information, call (617) 724-9743 or e-mail *partnersinexcellence@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

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by mail to the Public Affairs Office,
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www.massgeneral.org/news/
***MGH Hotline* is published weekly by the MGH Public Affairs Office.**
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September 22, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Szostak

Jack Szostak named recipient of Lasker Award

Jack W. Szostak, PhD, of the MGH Department of Molecular Biology, has been named a co-recipient of the 2006 Lasker Award for Basic Medical Research. Presented by the Albert and Mary Lasker Foundation, the Lasker Awards often are considered the American version of the Nobel Prize.

Szostak shares the award with Elizabeth H. Blackburn, PhD, of the University of California at San Francisco, and Carol W. Greider, PhD, of the Johns Hopkins School of Medicine. They are being honored for predicting the existence of and then discovering telomerase, an enzyme that builds and maintains the protective caps at the tips of chromosomes. These structures, called telomeres, are essential to maintaining proper chromosome structure and behavior.

"It's a great honor to receive an award like this and a great pleasure to be sharing it with Liz Blackburn and Carol Greider," Szostak says. "Even though my lab has since moved on to other areas, I've kept my eye on the telomere field. It's been

(*Continued on page 2*)

MGH joins "Be Healthy" collaboration

National studies indicate that certain racial and ethnic groups receive strikingly less care or lower quality of care than white Americans. Closer to home, a 2005 report by the Boston Public Health Commission (BPHC) also revealed a clear racial divide in the quality of care provided to Boston's minority groups – even when insurance status, income, age and severity of illness were comparable.

To address this issue, the MGH established the first-of-its-kind national Disparities Solutions Center in 2005 to work with providers, insurers and community groups in Boston and across the United States. The center aims to address unequal treatment, or disparities, in health care for minority groups such as African-Americans, Latinos, Asians and for those who are under- or uninsured.

Recently, the MGH Disparities Solutions Center joined the *Bay State Banner* newspaper's "Be Healthy" initiative, a yearlong print and online campaign that provides monthly information on a variety of health topics that are linked to racial disparities in health. Topics include men's health, cardiovascular disease, women's cancers, asthma, stroke and other preventable diseases. "Be Healthy" also includes prevention information, community screening information, Q & As with physicians and advice designed to improve the health of all Boston residents.

Other groups that have joined the "Be Healthy" collaboration are the BPHC, Partners HealthCare, BWH and Blue Cross Blue Shield of Massachusetts.

"Our hope is that this partnership with the *Bay State Banner* will provide critical information to readers about disease prevention, healthy living and quality health care resources," says Joseph Betancourt, MD, MPH, director of the MGH Disparities Solution Center. "We are pleased to partner with the *Bay State Banner* and will continue to develop and evaluate customized solutions to eliminate health care disparities among Boston's ethnic, racial and socioeconomic groups."

"Be Healthy" supporters launch the campaign.

Hand hygiene video premiered

The MGH's STOP (Stop Transmission of Pathogens) Task Force rolled out the red carpet as it premiered its new hand hygiene patient education video at a special Aug. 15 luncheon for all hand hygiene champions. The five-minute video starring MGH staff members is a tool to teach patients and families about the importance of practicing proper hand hygiene while in the hospital and at home. The video includes demonstrations of the correct techniques for handwashing and application of CalStat, an alcohol-based hand disinfectant used at the MGH. Both English and Spanish language versions of the video will be available later this fall on the patient education channel. Other opportunities to show the video throughout the hospital are being explored.

Also at the luncheon, attendees learned about the progress of the MGH hand hygiene program during the second quarter of 2006. Hospitalwide hand hygiene compliance rates improved to 54 percent before contact and 75 percent after contact, while MGH physical and occupational therapists achieved a rate of 100 percent compliance after contact. Overall, a total of 13 units achieved compliance rates of 80 percent before or after contact.

For more information about the MGH's hand hygiene program, call the Infection Control Unit at (617) 726-2036.

From left, Fran Hornicek, MD; David Kirsch, MD; Penny Mills; Edie Yates; Thomas Sommers; Christine Yates; Susan Erickson; Bob Yates; Ples Hunter; Barbara Hunter; David Harmon, MD; Jill Nelson and David Hunter

Raising sarcoma awareness step-by-step

One normally wouldn't measure a person's life in steps, but that's what family and friends of Jennifer Hunter Yates, an MGH patient who lost her life to sarcoma – a rare and devastating form of cancer that affects the connective tissue – believed would be most appropriate for a woman whose life has positively inspired hundreds of people to walk in support of cancer research.

Those who knew her hosted the second annual "12,402 Steps to Cure Sarcoma Walk," in honor of Yates, who died at age 33 years, or 12,402 days. The walk was held May 6 and raised $103,000 for the Jennifer Hunter Yates Sarcoma Foundation to benefit the sarcoma research of David Harmon, MD, of the MGH Hematology/Oncology Unit.

In addition, children from the 4th grade class taught by Bob Yates, Jennifer's husband, helped spread awareness about sarcoma as part of the class's government lessons. As a result of their efforts, the Commonwealth of Massachusetts declared April 30 through May 6, 2006 "Sarcoma Awareness Week." ●

– Lasker award

(*Continued from page 1*)

wonderful to see how a few simple experiments driven by curiosity about the replication of chromosome ends have turned out to have such relevance to cancer and aging."

In the early 1980s, Szostak and Blackburn collaborated to find that the telomeres of a single-cel protozoan, *Tetrahymena*, also could protect chromosome ends in yeast. After showing that normal yeast telomeres had a related but distinct structure, they observed that, when *Tetrahymena* telomeres were placed into yeast and integrated into its chromosomes, new yeast-type telomeres also appeared, which led them to predict that a new enzyme was adding telomeres to chromosome tips.

After Blackburn and Greider discovered this enzyme, now known as telomerase, Szostak and his team identified a protein required to maintain yeast telomeres, which turned out to be a key component of telomerase. That was the first work to show that the inability to add telomeres to chromosomes eventually led to cell death, an initial link between the molecular biology of telomeres and cellular aging and death. Today telomerase is intensely studied for its role in both aging and cancer.

In recent years Szostak's research group has been investigating the molecular origins of life, seeking to understand how complex chemicals are able to self-assemble and combine to form simple organisms that can reproduce and evolve. Currently, they are working to develop simple cell-like structures, along with investigating ways to use the cell's protein-making machinery to create new molecules and using the power of natural selection to create and study new RNA and protein sequences. ●

"A Night at the Symphony" for cancer research

On Oct. 7, the Longwood Symphony Orchestra (LSO) will open its season with a concert to benefit the Reid R. Sacco Memorial Foundation and its fight against cancers in young adults. The LSO was established by members of Harvard Medical School and is led by acclaimed conductor Jonathan McPhee. Lisa Wong, MD, a violinist from the MassGeneral Hospital for Children, serves as LSO president. MGH's Pathology Department also has a special connection to the evening's benefit performance.

Reid Sacco is the son of Lorraine Sacco, an MGH medical technologist who has worked in the Pathology Department for the past 33 years. Reid died at age 20 in April 2005, after a two-year battle with rhabdomyosarcoma, a malignant soft tissue tumor predominantly found in adolescents and young adults. Lorraine and her husband Gene established the foundation in their son's name to support research to find better treatments – and someday a cure – for these deadly cancers.

Among the orchestra members who will play at the event will be Daniela Krause, MD, PhD, chief resident in Clinical Pathology. Krause, a flutist for 23 years, has been a member of the LSO since 2000. In addition to Krause's involvement in the orchestra, members of MGH's Pathology Department have planned "Pathology Night at the Symphony," to support the foundation and the LSO. "Helping people afflicted by cancer starts in our own communities and only ends with finding a cure in research laboratories," says Krause. "Music is one way to build the bridges."

Sacco, left, and Krause

Among his many talents, Reid was a gifted violinist, saxophonist and pianist. "That the LSO chose to honor Reid in this way is especially fitting," says Sacco. "Reid was passionate about music but also was a connection point for many. So, like the LSO, Reid was and continues to be a hub in a network of people who are committed to living life to its fullest and to keeping disease from preventing others from doing the same."

To celebrate that network, the concert will honor five physicians who have dedicated their careers to the care and well-being of critically ill children and young adults. All have made pioneering contributions in their respective fields of medicine. Among the honorees is Daniel P. Doody, MD, co-director of MassGeneral Hospital for Children's Pediatric Intestinal Rehabilitation Program.

For more information, visit *www.longwoodsymphony.org* or *www.reidsaccofoundation.org.* ●

Allen C. Steere, MD, honored

Each year the Massachusetts Arthritis Foundation honors two outstanding physicians with the Dr. Marian Ropes Award for excellence in arthritis care and leadership in the fight against arthritis. This year, Allen C. Steere, MD, director of MGH Clinical Research in Rheumatology, will be honored with the distinction at the foundation's 12th annual Physician Achievement Award Dinner Oct. 6 at the Fairmont Copley Plaza Hotel.

Steere

Steere is known worldwide as a pioneer of Lyme disease research and is considered an exemplar in translational research. After discovering and identifying Lyme disease in 1977, he conducted studies that paved the way for the development of a Lyme disease vaccine.

At the award dinner, Steere will be recognized for his achievements. Among the dinner chairs are Samuel Thier, MD, former president and CEO of Partners HealthCare, and Jonathan Kay, MD, of MGH Rheumatology. Also, among the event planning committee members are Dennis Burke, MD, and Henry Mankin, MD, both of MGH Orthopædics.

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MGH HOTLINE

WHAT'S HAPPENING

AARP award celebration
To celebrate the MGH's designation by the AARP as one of the top employers in the country for workers over the age of 50, all MGH employees are invited to join their colleagues who are age 50 and over for a special celebration Sept. 29, from 2 to 3:30 pm under the Bulfinch Tent. Guest speakers will share their experiences as MGH employees over 50, and hors d'oeuvres and beverages will be served.

Science and society conference
Partners HealthCare will host a "Science + Society: Closing the Gap" conference Jan. 19 through 21 at the Westin Copley Place Hotel. The conference is part of the *Wired to Win: Surviving the Tour de France* educational project and will examine the role of science and technology in today's society. It also will address the need for improved communication between the scientific community and the public. For more information or to register, call (617) 724-7299 or visit *www.scienceandsociety conference.com.*

Women's health research event
The third annual "Improving the Health of Women through Research at the MGH" event will take place Oct. 4, from noon to 1 pm in the O'Keeffe Auditorium. Guest speaker Vivian Pinn, MD, director of the Office of Research on Women's Health and associate director for Research on Women's Health at the National Institutes of Health, will discuss "Perspectives on Women's Health in the 21st Century." A light lunch will be provided.

Scientific writing workshop
The MGH Clinical Research Program and the Department of Psychiatry are co-sponsoring a scientific writing workshop to help participants improve their scientific writing skills. The workshop will take place Sept. 27 and Oct. 4 and 11 from 4 to 5 pm in the O'Keeffe Auditorium. To register, visit *hub.partners.org.* For more information, contact Lulie Ebaugh at (617) 724-2900 or *lebaugh@partners.org.*

Senior HealthWISE events
MGH Senior HealthWISE will offer an "Effective Communication with Your Health Care Providers" workshop Sept. 27, from 1:30 to 2:30 pm in the West End Civic Association Community Room at One Emerson Place. The workshop will cover preparing for visits to the doctor. The Senior HealthWISE film series also will host a screening of "The Producers" Sept. 29, from 1 to 3 pm in the Haber Conference Room. Registration is required for both events. For more information or to register, call (617) 724-6756.

Good news for MassHealth insurance patients

Patients with MassHealth insurance now can visit MGH community imaging facilities, Mass General Imaging Chelsea or Mass General West Imaging Waltham, for CT scans. As always, MRI studies for patients with MassHealth also are available at these facilities.

Until recently, MassHealth required patients to come to the main MGH campus for CT scans. Recently, however, members of the MGH, Massachusetts General Physicians Organization and Partners HealthCare System have worked diligently with the Massachusetts Division of Medical Assistance to expand coverage to include the community facilities. This policy change has enhanced access and alleviated scheduling challenges for referring physician offices and patients.

"This new policy improves our patients' access to their CT scans," says Lynne Brodsky, MD, unit chief of Chelsea HealthCare Center. "I feel confident that patients will show up for their tests, because geography will no longer be an impediment."

Mass General West Imaging Waltham provides MRIs, CT scans, screening mammography, bone densitometry, ultrasound, X-ray, nuclear medicine and pediatric imaging services. Upcoming new services will include digital mammography this fall and expanded MRI and CT availability over the next year.

Mass General Imaging Chelsea at 80 Everett Avenue currently offers MRI and CT services. An expected expansion will include PET/CT services in 2007. Both facilities offer world-renowned MGH clinical expertise, subspecialty radiologists and the added convenience of immediate appointment availability as well as free parking.

Exams can be scheduled through the Radiology Order Entry system at *http://mghroe* or by calling (617) 724-XRAY (9729). For more information, visit *www.massgeneralimaging.org/.*

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September 29, 2006

MGH HOTLINE

A publication for employees and staff of the Massachusetts General Hospital

Wage and salary program update

Because of another year of strong financial performance, the MGH is able to offer a competitive wage and salary program for fiscal year 2007, beginning Sept. 24, that includes a performance-based increase ranging up to 5 percent. The year's General Hospital program is funded at 3 percent. Those who are above the maximum of their pay range are eligible for a bonus of up to 2 percent. A completed performance appraisal is required before any increase or bonus can be processed.

The Massachusetts General Physicians Organization (MGPO) will follow a similar approach, with each practice responsible for making compensation decisions based on their financial ability to participate.

In a letter distributed to employees, Peter L. Slavin, MD, president of the MGH, commended employees for their hard work. "We've made significant achievements in the past year – all of which could not have been possible without the dedicated employees who care for our patients and their families and ensure that the hospital runs smoothly and efficiently," he said. "While we will continue to face challenges in the coming year such as managing the hospital's capacity and space issues and anticipating new guidelines from the health care reform law, I am confident that the MGH will rise to meet these challenges because of the extraordinary commitment of our employees."

Nadel with Molly

Working Mother *magazine recognizes MGH for supporting working mothers*

Hiyam Nadel, RN, does it all. She is the clinical nurse manager of the outpatient service for MGH Vincent Obstetrics and Gynecology, managing a large staff on the main campus and at Mass General West. She also is the proud mother of 7-year-old Molly and is the wife of Allen Nadel, MD, who also works at the MGH. Like many working mothers, Nadel aims to meet the responsibilities of both her busy career and her family. With the support of the MGH, she is able to strike a balance between the two.

"I have a demanding job, but my department and the hospital recognize that I have demands at home, too," says Nadel. "Fortunately, I've been able to take advantage of some of the programs the hospital has to offer, like the Backup Child Care Center. Molly loves coming to the center on snow days or during school vacation. It is a treat for me because I get to see her during the day and have lunch with her."

Because of the many benefits and services the MGH offers to support working mothers like Nadel, the hospital recently was selected as one of the top 100 companies in the nation for working mothers by *Working Mother* magazine. In its 20th year of publishing the top 100 list, *Working Mother* evaluates thousands of submissions and determines the list based on the submitting company's on-site childcare options, compensation, organizational culture and family-friendly policies.

The hospital offers a variety of programs that help MGH working mothers take care of their families, such as child care options, maternity and adoption leaves and flexible work schedules, as well as many Employee Assistance Program (EAP)

(*Continued on page 2*)

Women's health research event

The third annual "Improving the Health of Women through Research at Massachusetts General Hospital" celebration will feature a broad range of research projects and a presentation by a recognized national leader in the field. The keynote event for this year's program will be a talk "Perspectives on Women's Health in the 21st Century" by Vivian W. Pinn, MD, director of the Office of Research on Women's Health and associate director for Research on Women's Health at the National Institutes of Health (NIH), Oct. 6 at noon in the O'Keeffe Auditorium.

"The program has grown and matured to incorporate new disciplines – 23 research areas are represented this year – and encompasses both clinical and basic research," says Anne Klibanski, MD, director of the MGH Neuroendocrine Unit and chair of the MGH Women's Health Research Committee, part of the Women's Health Coordinating Council. "This diversity embodies a multidisciplinary approach that is critical to women's health research." Throughout the week of Oct. 2, accepted research posters will hang in the White, Bigelow and Ellison corridors, seven of which are receiving awards of merit.

"We are particularly excited that Dr. Pinn is the speaker at this year's events," says Klibanski. "She has been a pioneer in women's health research, and in her current position she has been responsible for leading a number of important NIH initiatives to foster and improve women's health. In addition, she was a resident in Pathology here at the MGH during her training and welcomes the opportunity to reconnect with former colleagues."

MGHers care for a volunteer victim

Operation Poseidon prepares MGHers for disaster

Consider this scene: firefighters responding to an early-morning house fire in nearby Everett discover bomb-making materials and maps, leading them to believe a terrorist attack is imminent. Shortly after, a radioactive "dirty bomb" explodes at the CambridgeSide Galleria Mall, injuring more than 250 people. Many victims are brought to the MGH – just miles away from the blast – where they undergo contamination screening, decontamination and treatment.

Fortunately, this was not a real emergency situation, but rather a simulated, citywide disaster drill. Dubbed "Operation Poseidon," the emergency exercise took place Sept. 17 and brought together federal, state and local agencies and other area hospitals to improve responses to and communications during emergency situations. At the MGH, the drill began with the activation of the Hospital Emergency Incident Command System (HEICS), which is the MGH's emergency management structure. The hospital's response efforts also included deploying the MGH HAZMAT and Radiation Response Teams, setting up the Mobile Decontamination Unit, and activating the Emergency Operations Center in the Trustees Room and the Minor Treatment Area in the WACC. The drill tested many components of the MGH's disaster plan, including communications systems and protocols, real-time response capabilities, securing the hospital campus and interdepartmental coordination.

For more information about emergency preparedness at the MGH, contact Craig Cochran, administrative manager for Emergency Preparedness, at (617) 726-0312 or *ccochran@partners.org*. ●

– Mothers

(*Continued from page 1*)

services that address family issues. Working mothers at the MGH can build their careers and refine their work skills through ongoing course offerings, on-the-job training, career development opportunities and scholarships and grants. The MGH also has programs that help these women take care of themselves, including a health and wellness series and convenient on-site services to help employees take care of personal errands.

"Being on this list compiled by *Working Mother* magazine is a source of pride for us at the MGH," says Jeff Davis, senior vice president for Human Resources. "It shows us that we are doing a good job as an employer to support our working mothers, who not only work hard every day to help the hospital run smoothly but also work hard at home taking care of their families."

For more information about the *Working Mother* list and MGH benefits for working mothers, visit *www.massgeneral.org/workingmothers*. ●

MGH HOTLINE

Bonzo Crunch visits MassGeneral Hospital for Children

What better way to brighten a sick child's day than a special visit from a real circus clown? MassGeneral Hospital for Children patients and friends gathered in the hospital's playroom for an exclusive meeting with "Bonzo Crunch" of the Ringling Bros. and Barnum & Bailey Circus the morning of Sept. 22.

Many of the pediatric patients were already familiar with the world-famous "Greatest Show on Earth" and had anticipated a one-of-a-kind visit from Bonzo Crunch, who entertained the children with jokes, juggling and an arts and crafts project. "The children were delighted to meet the clown," says Heather Peach, MGH child life specialist. "It was amazing to see their eyes light up when they met him. They loved the rubber clown noses that he gave them and truly enjoyed his visit." ●

From left, Bonzo, Krystal Reyes, and sisters Kenzie and Kassidy Nix

Bracelets support MGH breast cancer research

Much like the show of support that the yellow rubber bracelets have made for Lance Armstrong's LiveStrong™ organization, supporters of the MGH's Breast Cancer Research and Education Fund now can be a part of the fight against breast cancer by wearing attractive, colorful, beaded bracelets.

In honor of Mel Simmons, an MGH breast cancer patient who died last year, and in support of the MGH Breast Cancer Research and Education Fund, the whimsical bracelets indicate the wearer's support for breast cancer research and education. Simmon's friends, Pauline Alighieri and Marie Bradley, launched the bracelet sales that already have raised more than $300,000. All proceeds benefit the MGH fund.

Alighieri

"Everyone who knew Mel was touched by her vibrant and loving spirit," said Alighieri. "Wearing the bracelet is a way of honoring her memory while helping support the fight against breast cancer. This is something that was close to Mel's heart."

Alighieri and Bradley recently were honored for their charitable work at an event held in the Howard Ulfelder, MD, Healing Garden at the MGH. The cocktail reception included guests Jessica Simmons Lopez, Mel's daughter, and Jerry Younger, MD, and Nancy Schaeffer, RN, both of whom were on Mel's treatment team.

The bracelets are available at the Images Boutique on Yawkey 9 and at *www.melsbracelets.org.* ●

Domestic violence awareness

In recognition of Domestic Violence Awareness Month, the MGH Domestic Violence Working Group invites all employees to participate in the following events:

CELL PHONE DRIVE:
Cell phones provide emergency help to victims of domestic violence who can't use or don't have home phones. Unused cell phones can be brought to any of the following events:

DEC. 5: "Teens and Relationships: What Every Parent Needs to Know," from noon to 1 pm in the Thier Conference Room

OCT. 17: MGH Men Against Abuse information table, from 7 to 9 am in the Main Corridor

"Something My Father Would Do – Overcoming Legacies of Family Violence," from 11:45 am to 1 pm in the Burr Conference Rooms

OCT. 30: MGH Men Against Abuse information table, from 7 to 9 am in the Main Corridor

"Triumph – To Achieve Victory, to Survive," from 11:45 am to 1 pm in the Burr Conference Rooms

HAIR IT, CAN CAMPAIGN:
Hairdressers often are the first to notice signs of domestic abuse, as they can detect bruising to the neck and head and damage to the hair caused by assaults. MGHers are invited to inform hairdressers about domestic violence by bringing educational materials to their hair appointments. Materials will be available at the events listed above.

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MGH HOTLINE

CFD noontime learning series

The MGH Center for Faculty Development (CFD) will offer "Moving Educational Activities Into Scholarship" Oct. 12, from noon to 1 pm in the Haber Conference Room. To register, call (617) 724-5229 or e-mail *cdfd@partners.org*.

Domestic violence support group

The Partners Employee Assistance Program (EAP) will offer a 10-week domestic violence education and support group for female employees of Partners HealthCare. The group will meet Thursdays, beginning Oct. 5, from 4:30 to 6 pm. For more information and meeting location, call (617) 726-6976.

Breast cancer research fund benefit

"Cards for a Cure," a casino night to benefit the ESSCO-MGH Breast Cancer Research Fund will be held Oct. 19 beginning at 6 pm at the Pine Brook Country Club in Weston. The event will include a cocktail reception, live auction and gaming tables. Susan Wornick, of WCVB-TV, will serve as celebrity emcee. Tickets are $150. For more information, call (603) 635-3899, ext. 201.

Working Mother award group photos

In honor of the MGH's designation as one of the top 100 companies for working mothers by *Working Mother* magazine, all MGH employees who are working mothers are invited to participate in a group photo in front of the Bulfinch Building. The photos will take place Oct. 3, at noon and 1 pm and Oct. 4, at 3 and 5 pm.

Erev Yom Kippur service

MGH Chaplaincy will offer an Erev Yom Kippur service Oct. 1 at 3 pm in the MGH Chapel located on Ellison 1.

QUOSA demonstration

The MGH Clinical Research Program and the Treadwell Library are offering "QUOSA – An Information Manager" Oct. 10, from 4 to 5 pm in the Simches Center, Room 3120. The presentation will demonstrate QUOSA, a software program for searching, analyzing, monitoring and organizing biomedical literature and personal documents. To register, visit *hub.partners.org*. For more information, contact Lulie Ebaugh at (617) 724-2900 or *lebaugh@partners.org*.

Teens and relationships presentation

In recognition of Domestic Violence Awareness Month, the MGH Employee Assistance Program (EAP) will host "Teens and Relationships: What Every Parent Needs to Know" Oct. 5, from noon to 1 pm in the Thier Conference Room. Donna Kausek, LMHC, Partners EAP domestic violence specialist, and Patti Rosell, MSW, LICSW, of the MGH HAVEN program, will discuss how parents can help teens navigate the dating years. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Health and family event for Hispanic community

In celebration of Hispanic Heritage Month, the MGH and the Spanish-language newspaper *El Planeta* are co-sponsoring "Salud y Familia 2006" (Health and Family 2006) Oct. 8, from noon to 5 pm at Boston University's Agganis Arena. The MGH will host a display booth along with other organizations offering information and services to help improve the quality of life of Hispanic families. Admission is free.

Physical and occupational therapy career fair

MGH Human Resources will host a physical and occupational therapy career fair Oct. 4, from 4 to 7 pm at the Coffee Beans and Tea Leaves Café in the WACC. Information about job opportunities at the MGH main campus and at the Revere, Chelsea, Waltham and Charlestown HealthCare Centers will be available. For more information, e-mail *shwelch@partners.org*.

Senior HealthWISE lecture

The MGH Senior HealthWISE lecture series will offer "Spirituality and Aging" Oct. 5, from 11 am to noon in the Haber Conference Room. The guest speaker will be Katrina Scott of MGH Chaplaincy. For more information, call (617) 724-6756.

Adult medicine course

The BWH Department of Medicine will host the second annual "The Genetic Basis of Adult Medicine: What the Primary Care Provider Needs to Know" Oct. 6 through 8 at the Fairmont Copley Plaza Hotel. MGH employees are eligible for a discounted registration fee. For more information, visit *www.cme.hms.harvard.edu/courses/genetic* or contact Ellen Cho at (617) 525-4704 or *echo@rics.bwh.harvard.edu*.

Call for Alzheimer's research grant applications

The Massachusetts Alzheimer's Disease Research Center (ADRC) invites MGH investigators to submit applications for pilot grants of $35,000 to fund a one-year trial of a novel idea that has not otherwise received support. Priority will be given first to junior investigators, then senior investigators who are new to Alzheimer's research and then to established Alzheimer's investigators with a new line of investigation that lacks funding. Investigators who have received previous ADRC funding should not apply for the pilot project. Applications are due by Nov. 3. For more information, contact Liang Yap, PhD, at *lyap@partners.org* or visit *www.madrc.org*.

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October 6, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Orthopædic Ambulatory Surgery Center opens in Waltham

From left, Edward Lawrence, chairman of the MGH Board of Trustees, Slavin, Tavchioski, Gaynor and Rubash

Mass General West in Waltham has added orthopædic surgery to its many available services with the opening of its new, state-of-the-art Orthopædic Ambulatory Surgery Center (ASC). The facility, which opened this past August, brings the MGH's top-quality orthopædic care to a location convenient for residents west of Boston. The completion of the new center was celebrated at an open house Sept. 14.

With the opening of the ASC, routine surgery cases can be performed in the community, freeing up much-needed operating room space at the MGH main campus for more complicated cases. Four major areas of orthopædic care are covered at the center: sports medicine, hand, shoulder and foot and ankle. Some of the different types of procedures that can be performed there include rotator cuff repair, knee arthroscopy, simple fracture repair of feet and ankles, and carpal tunnel surgery. There are three active operating rooms, and a fourth will be added later this fall.

Jeffrey Wilson, MD, serves as the medical director of the center and Claire

(*Continued on page 3*)

Sen. Barrios visits Chelsea HealthCare Center

It's not every day that one has the undivided attention of a state senator. But that's just what some children from the MGH Chelsea HealthCare Center's Reach Out and Read (ROR) program were treated to when Massachusetts State Sen. Jarrett Barrios paid the group a visit Sept. 13. Sen. Barrios read *Buenas Noches Luna* to the group of children, who intently listened and interacted with the senator.

Now in its ninth year, the ROR program distributes more than 5,000 free, new books to pediatric patients between the ages of six months to five years at each annual well-child visit. "The books are age-appropriate and in several languages," says Margo Johnson, coordinator of the ROR program. "We were very pleased to have Senator Barrios visit our Reach Out and Read program. The children truly enjoyed listening to him read."

Sen. Barrios played a key role in rallying support for the state's funding of the ROR program. During his visit, Kathy Healey, PNP, of the Chelsea HealthCare Center, described how giving the child a new book at the start of an appointment allows the health care provider to evaluate his or her speech as well as cognitive, fine motor and social development. At the same time, parents receive the message that reading to their children helps them to learn.

For more information about the ROR program, visit *www.reachoutandread.org*.

Sen. Barrios reads to the children.

MGHers enjoy the Latino festivities

MGHers celebrate Latino Heritage Month

Hundreds of MGHers marked Latino Heritage Month with a celebration coordinated by the Latino Heritage Planning Committee, a volunteer group of MGH employees. The lively event took place Sept. 22 and included a jazz reception under the Bulfinch Tent and a keynote speech from renowned Puerto Rican writer and documentary film producer Esmeralda Santiago in the O'Keeffe Auditorium.

Santiago is the acclaimed author of *When I was a Puerto Rican, Almost a Woman* and *The Turkish Lover.* She shared her inspirational story of emigrating to the United States from Puerto Rico when she was 13 years old and living between two cultures. She described how she became a writer and how important it was for her to share her experiences and stories with others. Santiago encouraged those in the audience to volunteer in their communities and advised listeners to always be brave in the face of adversity. More than 100 people attended Santiago's presentation.

Following the talk, close to 800 employees gathered under the Bulfinch Tent to enjoy Latino food including paella, empanadas, yucca chips and sweet plantains. Guests also enjoyed listening to Venezuelan jazz music by Leo Blanco. "The event was a special way to celebrate the Latino heritage," says Carmen Vega-Barachowitz, director of Department of Speech, Language and Swallowing Disorders and a member of the planning committee. "Many people from dozens of MGH departments stopped by the event to hear Esmeralda Santiago and enjoy the music, fun and food."

MGH honors employees over 50

The Bulfinch Tent was the scene of a festive reception Sept. 29 as MGH employees over the age of 50 came together to celebrate the hospital's recent designation as one of the top employers for workers over 50 by the AARP. The MGH was selected because of the many services and benefits it offers to mature workers, including training and career development programs, health benefits for both current employees and retirees, a range of options for retirement savings plans, financial planning services, flexible work hours, accommodations in work environments and many recognition award programs and celebrations of service. The MGH was one of only two organizations in Massachusetts – along with Massachusetts Institute of Technology – to receive this honor.

MGHers over age 50

The event opened with remarks from Jeff Davis, senior vice president for Human Resources, who acknowledged the hospital's more than 5,100 employees over 50 for their many contributions and years of service to the MGH. "Since the MGH was founded in 1811, we have relied on the wisdom and talent of our experienced doctors, nurses, administrators and support staff to provide excellent patient care, conduct innovative research, make important business decisions for the hospital and to train the next generation of health care providers," he said. "It is because of the broad range of experience, knowledge and expertise of these employees that the MGH continues to be a national leader in providing excellent patient care and conducting cutting-edge medical research."

A special highlight of the celebration was guest speaker and longtime MGHer Walter Guralnick, MD, professor *emeritus* of Oral and Maxillofacial Surgery. Guralnick shared his personal experience as an employee over 50 at the MGH. He announced to the crowd that he is probably the oldest MGH employee, as he is about to turn 90 years old. Since joining the hospital in 1951, Guralnick has had an impressive career at the hospital and among many other positions has served as the chief of Oral and Maxillofacial Surgery and medical director of the Operating Rooms. "Every day that I walk through various areas of the hospital, I have the pleasure of seeing numerous members of the MGH family who are among the over 50 staff members," he said. "It may be an OR or floor nurse with whom I have worked for the last 25 or 30 years. Or it can be those who started here as youngsters and continue to keep the hospital structure intact."

For more information about the award and the many benefits and services the MGH offers employees over age 50, visit *www.massgeneral.org/aarp.* ●

MGH HOTLINE

– Orthopædic Surgery Center

(Continued from page 1)

O'Brien, RN, is the nurse manager. "This new facility allows patients to receive top-notch care at a location that is more convenient for them," said Peter L. Slavin, MD, president of the MGH, at the open house. "They have the same access to the best clinicians and care that they would at the main campus of the hospital."

Increased efficiency is another major benefit of the new ASC. Because the operating rooms are in a contained, dedicated space, the team is able to transition from one case to another more quickly, at times in as few as 10 minutes. Additionally, elective surgeries can be added to the schedule with brief notice without affecting other procedures. "The space opens new horizons for the department in the sense that we will be able to increase capacity in a community-based, friendly environment," says Harry Rubash, MD, chief of Orthopædic Surgery. "Patients receive the same high-quality care from MGH doctors and nurses. It's also a wonderful opportunity to set up our own operating room specifically for orthopædic surgery using the latest technology."

The center is the result of years of careful planning and development by many individuals across the MGH. David Gaynor, executive director of Orthopædics; Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development; and Rubash all played integral roles in developing and overseeing the opening of the center. Expert guidance during the planning stages also was provided by the ASC Medical Executive Committee, whose members are J.P. Warner, MD, chairman; Peter Dunn, MD; David Gaynor; Thomas Gill, MD; Jesse Jupiter, MD; Sang-Gil Lee, MD; Dawn Tenney, RN; and Bertram Zarins, MD. Important advisory roles also were played by Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; David Torchiana, MD, chief executive officer for the Massachusetts General Physicians Organization (MGPO); Warren Zapol, MD, chief of Anesthesia and Critical Care; Susan Moss, administrative director for Anesthesia; Dan Ginsburg, president and chief operating officer of the MGPO; and Sally Mason Boemer, vice president for Finance and chief financial officer. The MGH Operating Rooms administrative team and the Same Day Surgical Unit nursing staff also were vital in preparing and training the center's staff.

"The hospital and the physician organization worked closely to make this center work," says Gaynor. "We visited other ambulatory surgery centers and hired an experienced medical director, Dr. Jeffrey Wilson, and nurse manager Claire O'Brien, to run the center along with the ASC Medical Executive Committee. Virtually all of the departments at the hospital participated in the planning and implementation of the ASC. The institutional team effort has made the launch of the ASC a success." ●

Rose Doig, Vascular Lab sonographer

MGH Sonography Task Force established

The staff of the MGH Occupational Health Service has established a new MGH Sonography Task Force representing Obstetrics Ultrasound, Radiology Ultrasound, Endocrine Fertility, Echocardiography and the Vascular Lab. The task force was created to examine ways to prevent work-related injuries among hospital sonographers.

"Nationally, close to 80 percent of all sonographers report job-related injuries," says Tucker O'Day, MSPT, program manager for Ergonomics. "MGH Occupational Health is doing a great deal with each of the departments represented by the task force to protect MGH sonographers from such injuries. Our aim is to look into ways to prevent injuries and keep our sonographers as healthy and comfortable as possible at work."

In honor of the role sonographers play in the medical community and to create awareness of ergonomics, October is celebrated as National Sonography Awareness Month and National Ergonomics Month. The MGH Occupational Health Service will host a lecture on "Ergonomics and Sonography" with special guest Joan Baker, founder of the Society for Diagnostic Medical Sonographers, Oct. 18 at noon in the O'Keeffe Auditorium.

For more information, call O'Day at (617) 726-6548. ●

Nominations for the Nathaniel Bowditch Prize

Nominations are being accepted for the 2007 Nathaniel Bowditch Prize. The $5,000 award is presented annually to an MGH employee – either a clinician or nonclinician – who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. The award was established in 2000 by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch, a 19th century pioneer in celestial navigation and an early supporter of the MGH. Nomination forms are available by contacting Suzanne M. Williams at (617) 726-8254 or *swilliams7@partners.org*. Nominations are due by Nov. 30 and should be submitted to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, at White 506.

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MGH HOTLINE

WHAT'S HAPPENING

Health and fitness walk for seniors
MGH Senior HealthWISE will lead a group of walkers in the Health and Fitness Walk for seniors hosted by Boston Mayor Thomas Menino. The walk will take place Oct. 12, from 11 am to 2 pm at the Boston Common. All participants must register with Boston City Hall by Oct. 5. To register, call Michael McColgan at (617) 635-4168. To walk with the Senior HealthWISE group, call (617) 724-6756.

Ramadan Iftar dinner
The MGH Diversity Steering Committee, Patient Care Services and Human Resources will host a community Iftar dinner Oct. 12, from 5:45 to 7:30 pm in the Thier Conference Room to celebrate the breaking of the fast during the month of Ramadan.

Domestic violence presentation
In recognition of Domestic Violence Awareness Month, the MGH Domestic Violence Working Group and MGH Men Against Abuse will co-host "Something My Father Would Do – Overcoming Legacies of Family Violence" Oct. 11, from 11:45 am to 1 pm in the Burr Conference Rooms. The event will include a screening of a film featuring the life stories of men who experienced abuse as children. Lunch will be served.

CFD noontime learning series
The Center for Faculty Development (CFD) will offer "Moving Educational Activities into Scholarship" Oct. 12, from noon to 1 pm in the Haber Conference Room. Guest speaker Janet P. Hafler, EdD, dean for Education Development at Tufts University School of Medicine, will discuss the progression of a faculty member's educational activities, scholarship and methods for evaluating educational scholarship with a focus on promotion. To register, e-mail *cfd@partners.org*. For more information, call (617) 724-5229.

Submit news tips and story ideas to the *MGH Hotline*

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www.massgeneral.org/news/
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IN GENERAL

Emery N. Brown, MD, PhD, of the Department of Anesthesia and Critical Care, has been elected a fellow of the American Statistical Association (ASA). To be named a fellow, a member of the ASA must have an established reputation and have made outstanding contributions in the field of statistical work. Brown was recognized for cross-disciplinary research in the statistics of neuronal spike trains, medical neuroimaging and circadian rhythms; excellence as an ambassador between the fields of statistics and medical research; and service to the profession.

Eirini Nestoridi, a research fellow at the MassGeneral Hospital for Children, recently won the Best Manuscript by a Young Investigator in the Field of Vascular Biology Award for her work as first author of "Shiga toxin enhances functional tissue factor on human glomerular endothelial cells: Implications for the pathophysiology of hemolytic uremic syndrome." The award is presented annually by the *Journal of Thrombosis and Haemostasis* to honor the best manuscripts published in the previous calendar year by first authors younger than age 35. The other authors of the work are MGHers **Olga Tsukurov, MD; Rafail Kushak, PhD, DSc; Julie Ingelfinger, MD;** and **Eric Grabowski, MD, ScD.**

Mary Pian-Smith, MD, co-chief of Obstetric Anesthesia at the MGH, recently was recognized by Paul Levy, president and chief executive officer of Beth Israel Deaconess Medical Center (BIDMC), for completing the Rabkin Fellowship in Medical Education. The fellowship is sponsored by Harvard Medical School (HMS) and the Shapiro Institute at BIDMC to enhance the expertise faculty need to provide the best education possible for students and residents to assume leadership roles as educators at HMS and across the nation.

The American Society of Therapeutic Radiology and Oncology (ASTRO) recently elected four MGH faculty members as first fellows. To be elected, individuals must be physicians or scientists considered to be the most distinguished in the history of the field. The MGH fellows are **George Chen, PhD,** director of Radiation Oncology Physics; **Michael Goitein, PhD,** professor *emeritus* of Radiation Oncology Physics; **William Shipley, MD,** the Andres Soriano Professor of Radiation Oncology and director of GU Radiation Oncology; and **Herman D. Suit, MD,** professor of Radiation Oncology and chair *emeritus*.

The MGH Nursing Ambulatory to Hospital Transitions (NAHT) Program was awarded a grant by the Robert Wood Johnson Foundation as part of its Interdisciplinary Nursing Quality Research Initiative (INQRI), which aims to explore the association between nursing and high-quality patient care. The INQRI supports projects that will generate and disseminate research to help hospitals improve care by better understanding and supporting nurses' roles in shaping care quality. Grant recipients receive up to $300,000 for two-year projects. The goal of the MGH NAHT Program is to test the impact of identifying and communicating a pre-hospital preventive patient risk profile on nurse-sensitive outcomes for hospitalized older adults.

October 13, 2006

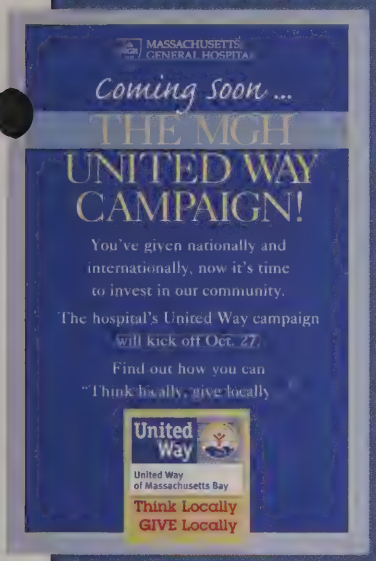
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

United Way coming soon

The 2006 United Way campaign will begin with a kickoff event Oct. 27 and will last through Nov. 10. In the coming weeks, MGHers can expect to see posters, flyers, information tables and a website designed to increase awareness about the campaign. Last year, the MGH ranked among the top Massachusetts health care organizations in dollar donations to the United Way by raising more than $346,000.

Patricia Sheehan of Human Resources and Nancy Gagliano, MD, of the Massachusetts General Physicians Organization lead the MGH/United Way committee. This year's campaign slogan encourages MGHers to "Think locally ... Give locally ..."


MASSACHUSETTS GENERAL HOSPITAL
Coming Soon ...
THE MGH
UNITED WAY
CAMPAIGN!
You've given nationally and internationally, now it's time to invest in our community.
The hospital's United Way campaign will kick off Oct. 27.
Find out how you can "Think locally, give locally"
United Way
United Way of Massachusetts Bay
Think Locally
GIVE Locally

"We are hoping that every MGH staff member and employee will choose to make a donation to this year's United Way campaign to help benefit the many services and programs funded by the organization," says Gagliano. "Giving to the United Way gives back to your communities and helps your neighbors. The United Way system includes more than 1,350 community-based organizations, and contributions can be directed to your local charity of choice."

"An important aspect of the United Way campaign is that a percentage of the money raised beyond the goal comes directly back to the hospital in the form of a donation to MGH Social Services," says Sheehan. "Last year, MGH Social Services received funds that helped provide extra care to MGH patients and families in need."

Look for more information about the United Way campaign in upcoming issues of *Hotline*. For more information about the campaign, call Sheehan at (617) 643-2857 or Gagliano at (617) 724-5932.

Electroconvulsive therapy discussion hosted at the MGH

For many the image suggested by the words "shock therapy" is Jack Nicholson violently convulsing on a gurney in the 1975 movie, *One Flew Over the Cuckoo's Nest.* But according to Kitty Dukakis, wife of former Massachusetts Gov. Michael Dukakis, and journalist Larry Tye – co-authors of a new book on electroconvulsive shock therapy (ECT) – that is not an accurate portrayal of a remarkable therapy that helps millions of people with depression each year. In their new book *Shock: The Healing Power of Electroconvulsive Therapy,* Dukakis, a longtime patient of MGH psychiatrist Charles Welch, MD, and Tye demystify the controversy surrounding ECT and portray not only Dukakis's story of depression, ECT treatment and recovery but also the incredible impact ECT has had on countless others since it was first used in the 1930s.

In a discussion of the new book hosted at the MGH Sept. 22, Dukakis and Tye joined Welch, Scott Rauch, MD, MGH director of Psychiatric Neuroscience Research and Neurotherapeutics, and Darin Dougherty, MD, of the Psychiatric Neurotherapeutics Unit, to examine the history, medicine and science of the controversial psychiatric procedure.

In the book, Dukakis openly discusses her lifelong battle with depression and her decision to try ECT as a last resort treatment that, she says, saved her life.

(*Continued on page 2*)

Kidney Care Day at the MGH

The MGH Nephrology Division celebrated its third annual Kidney Care Day Oct. 5 with a talk and an information table to publicize the wide range of resources available at the MGH for patients with kidney disease. Bernard C. Rossier, MD, of the University of Lausanne in Switzerland presented "Epithelial Sodium Channel Function and Dysfunction: Revisiting Diuretic Therapy," during Medical Grand Rounds. MGH staff learned about his studies of the kidney's control of sodium excretion, which has implications for a new generation of diuretic medicines to address salt and fluid balance in the treatment of hypertension.

Passersby in the Main Corridor had the opportunity to pick up materials from an information table about services available at the MGH's Nephrology Division, Center for Renal Education, Renal Associates, Hemodialysis, Peritoneal Dialysis, Social Services, Nutrition and Food Services and Transplant Center.

"Kidney Care Day was a day to not only learn more about nephrology services but also to thank MGH caregivers for their wonderful contribution to the care of Nephrology Division patients," says Laurie Biel, RN. "We encourage the MGH community to learn about the resources available for patients with kidney disease."

For more information, contact Biel at *lbiel1@partners.org*.

Dahlin receives Nurse of the Year Award

Constance Dahlin, APRN, MC, PCM, a leader in the MGH Palliative Care Service, recently was selected from among a nationwide panel of nominees to receive the prestigious 2007 Advanced Practice Certified Hospice and Palliative Nurse of the Year Award. The award is given annually by the National Board for Certification of Hospice and Palliative Nurses to recognize the work of nurses in end-of-life care. Recipients are chosen based on excellence in the professional practice of end-of-life nursing, their leadership through mentoring others in end-of-life care and their contributions at the advanced practice level in at least one area of clinical practice, education or research.

Dahlin

When the MGH Palliative Care Service launched 10 years ago, Dahlin was one of its founding members. "Connie is an outstanding clinician and teacher and is so deserving of this award," says Vicki Jackson, MD, MPH, associate director of the MGH Palliative Care Service. "She has been an integral part of the Palliative Care Service at the MGH since its inception. We are grateful for her leadership at the MGH, as well as her role promoting palliative care on a national level and developing educational programs for clinicians." ●

— *Electroconvulsive therapy*

(Continued from page 1)

"Has it changed my life? You bet it has," said Dukakis about the treatment she began at the MGH in 2001. She explained that for years she suffered from major depression and wasn't interested in the world around her, but after the procedure noticed a marked change. "I experienced relief from the depressive symptoms right away. Dr. Welch is a miracle doctor. He gave me hope." In addition to thanking the doctors and nurses at the MGH, Dukakis expressed gratitude to Maureen McGlame, senior clinician of MGH Psychiatry, for her support and friendship throughout the years.

"Has it changed my life? You bet it has," said Dukakis about the treatment she began at the MGH in 2001.

Tye explained that one of his aims in writing the book was to explain that "ECT is back." Approximately 100,000 people per year in the United States and one million people worldwide receive the treatment. The procedure has evolved into a humane, respectful process that incorporates anesthesia, muscle relaxants and skilled clinicians so that the only sign of a seizure is a slight twitch. Since its first use in the 1930s, ECT has been carefully studied and in some cases may be more effective than the best antidepressants.

Welch explained that more than 18 million Americans suffer from major depressive disorder and praised both Dukakis and Tye for educating readers about the seriousness of the condition and the real risks and benefits of ECT. The most common side effect of the procedure is memory loss. He also explained that although the mechanism underlying ECT is not entirely understood, the electrical seizure could in some way "reset" the brain's precisely calibrated chemical pathways back to normal functioning. Continued treatment is needed to prevent relapse in most patients.

Dougherty discussed other device-based psychiatric treatments being explored at the MGH, including deep brain stimulation, vagus nerve stimulation and transcranial magnetic stimulation. The event concluded with a series of compelling questions and answers about the treatment. ●

Ether Day 2006

October 13

Each year on Ether Day, the MGH recognizes employees for their dedication and length of service. On Oct. 13, the following employees will be recognized for their years of service to the hospital community.

FOR SIXTY YEARS

George Richardson, Obstetrics and Gynecology Service

FOR FIFTY YEARS

Alan Aisenberg, Medicine
Paul Black, Medicine
Thomas Frank, Psychiatry
Edwin Maynard, Medicine
John Mills, Medicine
Maxwell Potter, Psychiatry
Arnold Weinberg, Medicine

FOR FORTY-FIVE YEARS

Hyacinth Haggarty, Health Information Services
John LaBella, Professional Billing Office
Robert Nebesar, Radiology
James Pollard, Radiology
Edith Weinberg, Orthopædics
Linda White, Blood Transfusion Service

FOR FORTY YEARS

Joseph Barr, Orthopædics
Joyce Buchanan, Radiology
George Cohen, Medicine
Gary Costello, Health Information Services
Liz Couvertier, Nursing
Gilbert Daniels, Medicine
Marie Dawe, Operating Room Administration
Marvin Decosta, Nutrition and Food Services
Michael Dellorfano, Radiology
Edward Denning, Admitting Services
Theresa Depaoli, Neurology
Richard Devoe, Environmental Services
Kathleen Domaszewicz, MGH Administration
Birdie Edwards, Radiology
Bonnie Eidens, Nursing
Michael Fairhurst, Professional Billing Office
Elaine Farnum, Nursing
Darryll Firenze, Main Operating Room
Patricia Galvin, Nursing
Roger Givens, Materials Management
Judith Godden, Bulfinch Temporary Services
Nishan Goudsouzian, Anesthesia
Jerome Grossman, Medicine
Jose Guerrero, Cardiology
Vincilia Johnson, Internal Medicine
Stuart Kameny, Psychiatry
Robert Leinbach, Medicine
Mary Levine, Main Operating Room
Melvyn Levine, Pediatric Service
Harvey Levy, Pediatric Service
Robert Neer, Medicine
Daniel Nozik, Anesthesia
William Pachas, Medicine
John Potts, Medicine
Wm John Powell, Medicine
Anthony Ricci, Nutrition and Food Services
William Shipley, Radiation Oncology
Maryanne Spicer, MGH Administration
Ronald Weintraub, Surgery

FOR THIRTY-FIVE YEARS

Henry Abraham, Psychiatry
William Adams, Surgery
Hassan Ali, Anesthesia
Wenda Ashford, Medicine
Dennis Ausiello, Medicine
Rowan Baptiste, Nutrition and Food Services
Daniel Becker, Radiology
Ann Bitzer, Medicine
Sharon Brown, Microbiology
William Bucelewicz, Radiology
Sheila Burke, Clinical and Professional Development
Arlene Byrnes, Internal Medicine
Lucienne Cahen, Psychiatry
Ronald Callahan, Radiology
Christine Camarda-Mauch, Surgery
Herbert Cares, Neurosurgery
John Chaglassian, Orthopædics
David Chedekel, Psychiatry
Samuel Counter, Neurology
Regina Crowley, Hematology/Oncology Unit
Salvatore DeLuca, Radiology
John DiMeglio, Buildings and Grounds
Nancy Dorris, Cardiology
Matthew Dumont, Psychiatry
Robin Emrich, Medicine
Nabil Fahmy, Anesthesia
Lucille Fairclough, Nursing
Johnny Farris, Orthopædics
Joel Feldman, Surgery
Ellen J. Fitzgerald, Molecular Biology
Clarence Frederick, Environmental Services
Joel Friedman, Psychiatry
Arlan Fuller, Obstetrics and Gynecology Service
Hari Garg, Medicine
Edna Gayle-Burris, Nursing
John Growdon, Neurology
Debra Guthrie, Nursing
Charles Hales, Medicine
Grace Johnson, Health Information Services
Richard Johnson, Dermatology

George S. Richardson, MD

Achievement and leadership in research and education have characterized Dr. George Richardson's 60-year career at the MGH. A *magna cum laude* graduate of the Harvard College class of 1943, Dr. Richardson arrived at the MGH in 1946 as a surgical intern after completing his medical degree at Harvard Medical School (HMS). His research achievements began early in his career when he was named a research fellow in Physiology from 1947 to 1948. He served as chief resident of the East Surgical Service from 1954 to 1955, concurrent with his appointment as a teaching fellow in Surgery. In 1955, he was appointed instructor of Surgery at HMS, and joined the staff of the Vincent OB/GYN Service. In 1959, he was promoted to clinical associate in Surgery. By 1974, he was an associate professor of Surgery, sitting on several research leadership committees. Dr. Richardson chaired both the Treadwell Library Committee beginning in 1975 and the Institutional Review Board beginning in 1979. In 1980, he was named director of the Vincent Research Laboratories. Over the course of his career, he has authored more than 50 publications and abstracts. An active member of the community, he has served as president of the Boston Arts Festival, as editor of the *Harvard Medical Alumni Bulletin* and as a trustee for the New England Conservatory of Music. Dr. Richardson resides in Nahant, Mass.

Vivian Johnson, Surgery
David Kanarek, Medicine
J. Philip Kistler, Neurology
Robert Levine, Neurology
Dulcie Lewis, Nursing
Gwynn Lewis, Nutrition and Food Services
David Link, Pediatric Service
Flora Luis, Chelsea HealthCare Center
Mary-Jo Mansfield, Main Operating Room
Catherine Padyk, Surgery Administration
Gloria Paglia, North End HealthCare Center
Deborah Palmer, Nursing
Carol Parrotta, Chelsea HealthCare Center
Susan Pauker, Pediatric Service
Gerard Pellegrini, Surgery
Ann Quealy, Anticoagulation Therapy Unit

Alan C. Aisenberg, MD, PhD

Dr. Aisenberg received his bachelor's degree from Harvard College, *magna cum laude*, his medical degree from Harvard Medical School (HMS), *cum laude*, and his doctorate from the University of Wisconsin.
Dr. Aisenberg has had an active career in research, practice and teaching. He completed his internship and residency in Medicine at the Columbia-Presbyterian Medical Center in New York. In 1956, he began a longstanding relationship with the MGH and HMS by serving as assistant professor and instructor of Medicine. He was promoted to assistant physician and assistant professor in 1961. At the same time, he served as head of Medical Oncology until 1973 and head of the Lymphoma Service until 1994. Dr. Aisenberg became an associate physician and associate professor in 1969. In 1984, he became a physician at the MGH and professor at HMS and continues in both institutions. Other contributions include serving as a consultant to the Lymphoma Task Force of the National Cancer Institute from 1965 to 1969 and serving on the Clinical Trials Committee of the National Cancer Institute from 1977 to 1982. He is the author of the books *The Glycolysis and Respiration of Tumors, and Malignant Lymphoma, Biology, Natural History and Treatment*, and more than 150 articles on research in oncology in professional journals.
Dr. Aisenberg also received a Guggenheim Fellowship spent at the National Institute for Medical Research in London.

Richard Masland, Neurosurgery
John Mazurkiewicz, Buildings and Grounds
James McCarthy, Emergency Services
Deborah McGrath, Surgery
Keith Miller, Anesthesia
Domenic Misiano, Medicine
Dora Moore, Materials Management
Richard Moore, Nutrition and Food Services
Thomas Murphy, Police and Security
Ronald Newbower, Anesthesia
Jane Ritzenthaler, Medicine
Malcolm Rosenblatt, Psychiatry
Alicia Rounds, Nursing
Robert Rubin, Medicine
Karen Ryan, Admitting Services
Arvind Shah, Pharmacy
Nyla Shellito, Nursing
Nancy Simonetti, Nursing
Susan Smith, Surgery
Fern Springstead, Nutrition and Food Services
Dolores Stanton, Nursing
Philip Steeves, Radiology
Karla Stenger, Surgery
Ralph Sweetland, Orthopædics
Omega Tabb, Nursing
Courtney Taylor, Environmental Services
James Titus, Surgery
I. David Todres, Pediatric Service
Beatrice Tulloch, Anesthesia
Virginia Wagg, Main Operating Room
Arthur Waltman, Radiology
Margaret Wilkie, Surgery
Mary Williams, Nursing
Sylvia Wilson, Nutrition and Food Services
Katherine Winstone, Nursing
Lawrence Wood, Medicine

FOR THIRTY YEARS

Michele Angelo, Rheumatology & Allergy Associates
Karen Arey, Radiology
Sara-Beth Asekoff, Nursing
Hugh Auchincloss, Surgery
Richard Baer, Nursing
Joanne Balmer, Main Operating Room
Corwin Bastian, Nutrition and Food Services
Catherine Beisheim, Nursing
Joseph Bonventre, Medicine
Beth Bragdon, Main Operating Room
Theresa Brathwaite-Samuel, MGH Registration Referral Center
Gloria Brewster, Surgery
Rosemarie Buonopane, Professional Billing Office
Edward Campion, Medicine
Janice Carey, Nursing
William Chin, Medicine
Jane Cobb, Nursing
Linda Cohoon, Cardiology
Nancy Cole, Nursing
Patricia Crawford, Gusella Group
Kathy Cullen, Nursing
Max Day, Psychiatry
Karin Dean, Main Operating Room
Angela DelVecchio, Surgery
Anthony Deyeso, Nursing
Jules Dienstag, Medicine
Raffaele Divito, Buildings and Grounds
Mary Donnelly, Internal Medicine
Maureen Doran, Infectious Disease Unit
Kathleen Egan, General Clinical Research Center
Brenda Eklund, Nursing
David Elmaleh, Radiology
Edward Emde, Environmental Services
Veronica Farguarson Turner, Nutrition and Food Services
Carol Feeney, Nursing
Mary Jane Ferraro, Pathology
Mark Fishman, Medicine
Brenda Flavin-Warshaw, Surgery
Frances Foti, Chemistry
John Godine, Medicine
Pablo Gomery, Urology
Ernesto Gonzalez-Martinez, Dermatology
Cynthia Goodwin, Blood Transfusion Service
Christopher Gordon, Psychiatry
Peter Gordon, Radiology
Joseph Green, Police and Security
Nancy Green, Emergency Services
Arlene Greene, Nursing
Peter Greenspan, Pediatric Service
Jean Grieci, Radiology
Ethel Haynesworth, Hematology/Oncology Unit
Barbara Hennessey, Buildings and Grounds
Ted Hester, Primary Care Administration
Marjorie Hodges, Medicine
Michael Holick, Medicine
Lillian Holland, Main Operating Room
Charles Jeffrey, Anesthesia
Michael Jellinek, Psychiatry
Wendy Kallas, Microbiology
Jane Kelley, Radiology
Linda Kimball, Nursing
William Kimball, Anesthesia
Wilma Knight, Nursing
Diane Kuebler, Pathology
Martha Lake, Gillette Center for Women's Cancers
Mary Larkin, Diabetes Research Center
Shirleen Layne, Nursing
Carine Leblanc, Health Information Services
Sherwood Lee, Pediatric Service
Ruth Liberfarb, Pediatric Service
Donna Marfoli, Nursing
Barbara Maxey, MGH Primary Care
Karen McDowell, Surgery
Joanna McLaughlin, Emergency Services
Theresa McLoud, Radiology
Patricia McManus, Radiation Oncology
Nancy Mermet, Nursing
James Muller, Psychiatry
James Murdock, Buildings and Grounds
Kathleen Myers, Nursing
Najmosama Nikrui, Obstetrics and Gynecology Service
Kenneth Nobel, Psychiatry
Claire O'Brien, Psychiatry
Patricia O'Malley, Pediatric Service
Marilyn Oxford, Nursing
Charles Perry, Radiology
Judith Pines, Nursing
Mary Poitras, Main Operating Room
Christine Pontuso, Cardiology
John Purcell, Psychiatry
Magdi Ragheb, Chemistry
Foster Reed, Transportation Services
Steven Reppert, Pediatric Service
James Richter, Medicine

Abbey Riley, Clinical Care Management Unit
Heike Rolle-Daya, Pediatric Service
[redacted]ary Roy, Radiology
[redacted]es Scott, Radiology
Kathleen Shale-Dwyer, Blood Transfusion Service
Janet Shopis, AIDS Research Center
Carolyn Somers, Materials Management
Lillian Sonnenberg, Nutrition and Food Services
Gloria Sprague, Radiology
Paul Sprague, Orthotics
Christine Stahlinski, Obstetrics and Gynecology Service
Mary Starble, Bulfinch Temporary Services
Theodore Stern, Psychiatry
Nancy Sullivan, Clinical Care Management Unit
Ronald Tompkins, Surgery
Epifania Valencia, Chemistry
Marilyn Vancini, Nursing
Denise Viscardi, Weight Center
Philip Waithe Jr., Clinical and Professional Development
Alfred White, Radiology
Eileen White, Social Services
Elaine Woo, Medicine
Susan Worden, Nursing
Robert Yonge, Admitting Services
[redacted]stram Zarins, Orthopædics

FOR TWENTY-FIVE YEARS

Jean Acquadro, Nursing
Marilyn Albert, Psychiatry
Linda Arini, Pathology
Lee Baer, Psychiatry
Katherine Bernato, Surgery
Mary Bertucio, Blood Transfusion Service
Frederick Bieber, Pediatric Service
Elaine Bitar, Nursing
Kenneth Bloch, Medicine
Monica Boldescu-O'Connell, Orthopædics
Sharon Bridges, Nursing
Anna-Liisa Brownell, Radiology
Debra Burke, Patient Care Services Administration
Norma Cadogan, Operating Room Administration
Susan Capanno, Surgery
Lisa Carr, Surgery
Margaret Clapp, Primary Care Administration
Amanda Coakley, Nursing
Barbara Colucci, Cancer Center
Paul Copeland, Medicine
Francis Corbett, Pharmacy
[redacted]Elisabeth Costigan, Cancer Center
[redacted]nfusion Unit
Gerard Cotter, Cardiology
Edward Cowal, Chelsea HealthCare Center
Cynthia Cowing, Nursing
Cheryl Dear, Nursing
Rosemary DeFrancisco, Neurology
Carmen Dejesus, Chelsea HealthCare Center
Linda Delahanty, Diabetes Research Center
Harold Demonaco, Clinical Care Management Unit
Karen Doremus, Nursing
John Driscoll, Police and Security
Deborah Duggan, Infectious Disease Unit
Maria Duke, Nursing
Marlene Durand, Medicine
Laurene Dynan, Clinical Care Management Unit
Ann Eastman, Nursing
Joanne Ellison, The General Store
Deborah Essig, Social Services
Jean Fahey, Nursing
Therese Fitzgerald, Main Operating Room
Fredric Frigoletto, Obstetrics and Gynecology Service
David Gaboriault, Materials Management
Theresa Gallivan, Patient Care Services Administration
Margaret Gargarian, Anesthesia
Ellen Garneau, Radiology
David Gastfriend, Psychiatry
Ronald Gaudette, Pharmacy
Diane Gay, Nursing
Donald Goff, Psychiatry
Norman Graf, Chemistry
Susan Graham, Primary Care Administration
David Grice, Cardiology
Kathleen Griffin, Nursing
Patricia Guerriero, Surgery
Mary Guy, Electrophysiology Lab
Jeanne Haddad, Radiology
Catherine Haker, Main Operating Room
Karen Hall, Nursing
E. Tessa Hedley-Whyte, Pathology
John Herman, Psychiatry
Ann Hession, Nursing
Alan Hilgenberg, Surgery
Stacey Houghton, Practice Management and Customer Service
Rose Hudia-Galewski, Radiology
Nancy Hunsberger, Nutrition and Food Services
Claudette Jacob, Cancer Center Infusion Unit
Gail Jennings, Nursing
Wendy Jennings, Pediatric Surgical Services
Katherine Jewell, Chelsea HealthCare Center
Marjorie Jordan, Nursing
Marie J. Joseph, Operating Room Administration
Joanne Jupp, Pediatric Service
Lee Kaplan, Medicine
Linda Kaplan, Cardiology
Elizabeth Keating-Cohen, Psychiatry
Adele Keeley, Nursing
Mary Kelly, Radiology
Mary Kinnealey, Biomedical Engineering
Robert Knapp, Obstetrics and Gynecology Service
Harold Kneeland, Nursing
Irene Kochevar, Dermatology
Walter Koroshetz, Neurology
Neil Kowall, Neurology
Florence Lai, Neurology
Paul LaRaia, Medicine
Lily Lee, Nursing
David Lhowe, Orthopædics
Hirlanda Linse, Nursing
Clifford Lo, Pediatric Service
Kathleen Lopez, Nursing
Susan Lozzi, Clinical Care Management Unit
Martha Lynch, Nutrition And Food Services
Marie MacDonald, Nursing
Regis MacDonald, Preadmission Clinic
Barbara Mahoney, Anticoagulation Therapy Unit
Eileen Mahoney, Main Operating Room
Evelyn Malkin, Social Services
Mary Malloy, Nursing
Michelle Marcella, Public Affairs Office
Marcia Martins, Revere HealthCare Center
Julie McCarthy, Nursing
Karin McCarthy, Pathology
Suzanne McCarthy, Nursing
Eleanor McLaughlin, Pediatric Service
Kathy McLaughlin, Main Operating Room
Mary McPhee, Nursing
Kathleen Megan, Gillette Center for Women's Cancers
Joanne Meleshuk, Cardiology
Judith Mertsch, Cardiology
Rose Miele, Radiology
Ann Morrill, Emergency Services
Sally Morton, Trauma and Burns Service
Michael Moskowitz, Radiology

Paul Henry Black, MD

Dr. Black is a native Bostonian. He received his bachelor's degree in Philosophy from Dartmouth College in 1952 and his medical degree from Columbia University, College of Physicians and Surgeons in 1956. After obtaining his medical degree, Dr. Black came to the MGH for his internship and residency in Medicine, which he completed in 1961. He was also a clinical and research fellow in Infectious Diseases at the MGH from 1958 to 1960. Dr. Black went on to become senior assistant surgeon from 1961 to 1963, later becoming senior surgeon from 1964 to 1967 for the U.S. Public Health Service Laboratory of Infectious Diseases, which is part of the National Institute of Allergy and Infectious Diseases at the National Institutes of Health in Bethesda, Maryland. From 1963 to 1964, Dr. Black was a visiting investigator at the Institute of Virology, at the University of Glasgow in Glasgow, Scotland. In 1967, Dr. Black became an assistant professor of Medicine at Harvard Medical School (HMS) and an assistant physician at the MGH. From 1970 to 1979, he served as associate professor of Medicine at Harvard Medical School and associate physician at the MGH. Since 1980, Dr. Black has been an honorary physician. He has also held various academic and leadership positions at Boston University including chairman of Microbiology, professor of Medicine and director of the Cancer Research Center from 1979 to 1996. He became professor *emeritus* at that time and continues with his research, writing and teaching. Dr. Black has been married for forty-three years and has three sons.

Richard Myers, Neurology
Margaret Nelson, Nursing
Norman Nishioka, Medicine
Joann Nixon, Cardiology
Peter O'Hara, Radiology
Christopher Owen, Neurosurgery
Patricia Owens, Nursing
Soula Papadopoulos, Neurology
Barbara Penn, Medicine
Joanne Petrie, Nursing
Mary Piepenbrink, Nursing
Brenda Pignone, Nursing
Bonnie Prall, Nursing
Marianne Preziosi, Nursing
Ann Quinn, Neurology
James Ravenscroft, Radiology
Mary Reilly, Nursing
Christopher Robbins, Nursing
Janet Roche, Nursing
Andrew Rosenberg, Pathology
Jeanne Rufo-Huckins, Nursing
Paula Ruvido, Radiation Oncology
Madelyn Scannell, Blood Transfusion Service
Milton Scott, Buildings and Grounds
Elaine Sheets, Urology
Barbara Siftar, Psychiatry
Donna Slicis, Preadmission Clinic
David Smith, Medicine
Vanda Solarz-Oneal, Nursing
Andrea Stern, Psychiatry
Martha Stone, Treadwell Library

Thomas Frank, MD

Dr. Thomas Frank, a noted child psychiatrist, began his long association with the MGH in 1952, serving as an assistant resident in Pediatrics. A 1943 graduate of Harvard University, Dr. Frank received his medical degree from the University of Rochester School of Medicine and Dentistry in 1951. Early in his career, he gravitated to the role of child psychiatrist, serving an additional residency in Psychiatry at Metropolitan State Hospital from 1953 to 1955. He also served as a fellow in Child Psychiatry at the Judge Baker Guidance Center, and became a staff psychiatrist following a fellowship at Children's Hospital Medical Center in Boston.
Dr. Frank served as a clinical associate both in Pediatrics and Psychiatry at the MGH, spending a good deal of time at the Charlestown HealthCare Center as a consultant to the student support teams for the Boston Public Schools (BPS). Dr. Frank has received several academic appointments, including instructorships in Psychiatry and Pediatrics at Harvard Medical School. He also has served as a lecturer in Child Psychiatry at the Simmons College School of Social Work. He is well known as a consultant in Psychiatry to a wide array of community organizations, including the BPS, South Shore Mental Health Center, Crispus Attucks Day Care Center, Camp Bunker Hill, Hurst Day Care Center and Our Place to Grow Day Care Center. He also served as a consultant to the Department of Nursing at Children's Hospital.
Dr. Frank has served as a consulting member of the Advisory Council to the associate commissioner for Children's Services in Connecticut's Department of Mental Health, and was a member of the Patient Care Committee and Psychiatry Department at Children's Hospital. Dr. Frank has been a longstanding member of the American Medical Association, the American Psychiatric Association, the American Orthopsychiatry Association, the New England Council of Child Psychiatry and the Boston Psychoanalytic Society and Institute.

Catherine Stucke, Endoscopy Center
Diane Sturgis, Orthopædics
Clare Sullivan, Nursing
Judith Sullivan, Nursing
Laura Sumner, Clinical and Professional Development
Maria Swan, Cardiology
Kathleen Sweadner, Neurosurgery
Brooke Swearingen, Neurosurgery
Carol Taylor, Psychiatry
Robert Tepper, Medicine
David Torchiana, Massachusetts General Physicians Organization
Patricia Tribou, Nursing
Natalie Trudeau, Cardiology
Janice Tully, Clinical Care Management Unit
Bernadette Tuttle, Clinical Care Management Unit
Rosalie Tyrrell, Clinical and Professional Development
Caroline Venuti, Cancer Center
Gail Venuti, Revere HealthCare Center
Margaret Vernon, Nursing
Karen Votta, Radiology
Carol Whooley, Center for Human Genetic Research
Joy Williams, Radiology
Melissa Wilson, Main Operating Room
Scott Wilson, Psychiatry
Sandra Woodworth, Radiology
Patricia Wright, Main Operating Room
Denise Young, Nursing

FOR TWENTY YEARS

Abdul Abou-Samra, Medicine
Theodore Alston, Anesthesia
Deborah Ambrose, Nursing
Deborah Anderson, Laboratory of Computer Science
Virginia Ashby Bonilla, Nursing
Sigute Astravas, Respiratory Care Services
Susan Backman, Nursing
Jane Ballantyne, Anesthesia
Guillermo Banchiere, Environmental Services Administration
Karen Barbarisi, Endocrine Unit
Marian Bartholomay, Cancer Center Infusion Unit
Chaia Bekefi, Social Services
Carol Bell, Orthopædics
John Belliveau, Radiology
Beverly Biller, Medicine
Raymond Bisio, Emergency Services
Arthur Boland, Orthopædics
Maria Bova, North End HealthCare Center
Sharon Brackett, Nursing
Gail Brancella, Pulmonary and Critical Care Unit
Sherry Brec, Radiology
Jovan Brodeur, Nursing
Susan Brown, Nursing
Deidre Buckley, Neurosurgery
John Butler, Biomedical Engineering
Richard Cambria, Surgery
Janice Camuso, Cardiology
Marguerite Capozzi, North End HealthCare Center
Kathleen Carlson, Neurology
Aldene Carter, Nutrition and Food Services
Andrea Cellini, Nursing
Diane Chartier-Freitas, Nursing
Thavy Chen, Environmental Services
Barbara Cockrill, Medicine
Lynn Collier, Main Operating Room
Elizabeth Corrieri, Nursing
Henry Cowell, Orthopædics
Hollis Crichlow, Nursing
Jonathan Cronin, Pediatric Service
Diane Crowley, Radiology
Theresa Curley, Materials Management
Susan Curran, Nursing
Susan Daley, Nursing
Yvonne Daniel, Nursing
Constance Dellarusso, Orthopædics
William Desisto, Cardiology
Catherine Devitto, Admitting Services
William Dignan, Buildings and Grounds
Jane Diogo, Cardiology
Cathy Do, Cancer Center
Jacqueline Doyle, Nursing
Laurence DuComb, Psychiatry
Dolores Dunne, Radiology
Stephen Durant, Psychiatry
Kent Eliason, Blood Transfusion Service
Jean Elrick, MGH Administration
Richard Fabian, Surgery
Consiglia Fail, Nursing
Cheryl Fargo, Bulfinch Medical Group
Julie Finn, Nursing
Lisa Finnigan, Nursing
Donna Fitzpatrick, Medicine
Denise Flaherty, Cardiology
James Flood, Pathology
Georgene Fontana, Radiation Oncology
Beth Fortini, Nursing
Mara Freimanis, Chemistry
Jerome Gans, Psychiatry
Gerard Gleeson, Environmental Services
Julie Goldman, Clinical and Professional Development
Anita Grassi, Dermatology
Joannes Grevelink, Dermatology
Winifred Griffin, Microbiology
Nancy Gruner, Clinical Care Management Unit
June Guarente, Nursing
Deborah Guinee, Nursing
Christina Gulliver, Nursing
Irene Gutowski, Preadmission Clinic
Sioban Haldeman, Nursing
Eileen Hall, Biomedical Engineering
Kathleen Hamilton, Internal Medicine
Mark Hammerschmidt, Nursing
Alan Hanscom, Blood Transfusion Service
Stephen C. Hardy, Pediatric Service

Priscilla Harrell, Anesthesia
Patricia Harris, Main Operating Room
Tony Harris, Clinical Pathology
[redacted]ne Heislein, Physical Therapy
[redacted]rvices
Deborah Henault, Cardiology
Marie Henderson, Obstetrics and Gynecology Service
Linda Higgins, Nursing
Jayne Hill, Radiation Oncology
Margaret Hogan-Poisson, Nursing
Elizabeth Hopkins, Nursing
Carolyn Horn, Reading Disabilities Department
Kara Houghton, Neurology
Lisa Hurley, MGH Everett Family Care
Robert Hurwitz, Bulfinch Temporary Services
Syed Husain, Anesthesia
Sally Iles, Primary Care Administration
Ronald Imperiali, Pharmacy
Susan Jaster, Nursing
Bruce Jenkins, Radiology
Jane Jesser, Nursing
Harald Jueppner, Pediatric Service
Kathy Karalolos, Nursing
Harvey Katz, Pediatric Service
Karen Kelly, Nursing
Barbara Kenney, Cardiology
Michelle Kerwin, Nursing
Nancy Keuthen, Psychiatry
[redacted]mmy King, Nursing
[redacted]ureen Kroll, Nursing
Kenneth Kwong, Radiology
Lynn Lally, Massachusetts General West Medical Group
Heidi Langendoen, Research Management
Peter Lawner, Psychiatry
James Lawrason, Radiology
Ellen Leonard, Nursing
Tereza Lesiak-Seleznev, Chelsea HealthCare Center
Hilary Levinson, Emergency Services
John Levinson, Medicine
Denise Levy, Neurology
Kent Lewandrowski, Pathology
Georgia Lezcano, Cardiology
Mary Lievens, Cardiology
Susan Locke, Nursing
Maureen Logue, Nursing
Denise Lozowski, Nursing
Mark Luedke, Radiology
Thomas Lynch, Medicine
Brian MacDonnell, Nursing
William MacLean, Buildings and Grounds
Camille Madden, Internal Medicine
Diane Mahoney, Emergency Services
Geraldine Martino, Nursing
[redacted]ce Masek, Psychiatry
James Matthews, Radiation Oncology
William Maynard, Environmental Services
Edward Maytin, Dermatology
Lori McCaffrey, Nursing
Florrie McCarthy, Nursing
Lisa McDonough, Clinical Care Management Unit
Ildiko McElroy, Blood Transfusion Service
Joseph McElroy, Cardiology
Kathleen McKinney, Nursing
Carol McMahon, Nursing
Roseann McNamara, General Clinical Research Center
Raymond McPeck, Respiratory Care Services
Pauline Metras, Health Information Services
Martin Miller, Psychiatry
Elizabeth Mort, Medicine
Motuma Nataee, Pharmacy
Phyllis Neely, Hematology/Oncology Unit
Grace Ng, Professional Billing Office
Jean Noel, Environmental Services
Patricia Noonan, Cardiology
Francis O'Brien, Main Operating Room
Audrey O'Keefe, Surgery
Kimberley Oleary, Nursing
Sonja Olsen, Nursing
Brian Ott, Psychiatry
Denise Palumbo, Radiology Administration
Kathleen Paras, Nursing
Ruby Parziale, Pathology
Jill Pedro, Nursing
James Perrin, Pediatric Service
Robert Peterfreund, Anesthesia
Anthony Petruzzelli, Materials Management
Thomas Pham, Environmental Services
Martha Pitman, Pathology
Wanda Ponte, Nursing
Karen Presnick, Emergency Services
Michael Price, Operating Room Administration
Bozena Radziwon, Nursing
Wayne Raila, Laboratory of Computer Science
Tracey Rennie, Nursing
David Rhoads, Pediatric Service
Diane Rich, Medicine
Nancy Robenhymer, Main Operating Room
Ellen Robinson, Clinical and Professional Development
Ellen Roderick-Joseph, Nursing
Susan Rogers, Nursing
Gary Russell, Pediatric Service
Anita Sadek-Lappen, Nursing
William Salom, Respiratory Care Services
Martin Samuels, Neurology
Joan Sapir, MGH Administration
Ronald Schouten, Psychiatry

Edwin P. Maynard, MD

Dr. Edwin Maynard was born in Brooklyn, New York, and received his bachelor's degree from Williams College. He earned his medical degree from Columbia University in 1953, and went on to complete an internship in Medicine and a residency in Internal Medicine at Columbia Presbyterian Hospital.
Dr. Maynard came to the MGH in 1956 to complete a fellowship in Gastroenterology and went on to hold numerous positions at the hospital, most recently serving as a senior physician on the medical staff. During his tenure at the MGH, Dr. Maynard served as an associate clinical professor of Medicine at Harvard Medical School, and was appointed a senior fellow of the Cannon Society. He also was named a visiting senior lecturer at Makerere University Medical School in Kampala, Uganda. In 1989, he received an honorary fellowship from the Royal Australasian College of Physicians, and in 1992 he received Columbia University's Gold Medal for Excellence in Clinical Medicine. Dr. Maynard has been actively involved in several committees at the MGH, serving as the chairman of the Patient Care Committee from 1981 to 1990, the chairman of the Executive Board of the MGH Staff Associates from 1975 to 1977, and vice chairman of the General Executive Committee from 1975 to 1976. In addition to his membership in several professional organizations, including the American Medical Association and the American Gastroenterological Association, Dr. Maynard has held numerous positions at the American College of Physicians. He served as the organization's governor for Massachusetts from 1977 to 1981, and as president from 1989 to 1990.

Mario Scoppettuolo, Buildings and Grounds
Michael Seiden, Medicine
Deborah Shafer, Nursing
Laurie Shapiro, Anesthesia
Jen Sheen, Molecular Biology
Margaret Sherwood, Dermatology
Amy Sidlauskas, Nursing
Sandra Silvestri, Main Operating Room
Deborah Simonetti, Nursing
Steven Skates, Medicine
Courtneay Small, Chemistry
Annemarie Smith, Chemistry
Arthur Sobol, Psychiatry
Linda Swanson, Massachusetts General West Medical Group
Judith Szczerbinski, Chemistry
James Thompson, MGH Development
Ming Tsuang, Psychiatry
Richard Turgeon, Environmental Services
Cyrus Vakili, Surgery
Susan Vassallo, Anesthesia
David Verreault, Respiratory Care Services
Elizabeth Viehl, Nursing
Virginia Walker, Cardiology
Deborah Washington, Patient Care Services Administration
Ralph Weissleder, Radiology
Timothy Wilens, Psychiatry
Virginia Wilkins-Quinn, Nursing
Martin Yarmush, Surgery
James Young, Nutrition and Food Services
Lawrence Zukerberg, Pathology

FOR FIFTEEN YEARS

Faezeh Abedi-Tari, Radiology
Fethiya Aboubaker, Radiation Oncology
Eddy Agosto, Nursing
Joyce Alexander, Nursing
Margarita Alvarado, Environmental Services
Janice Anderson, Geriatric Medical Unit
Jose Angel, Environmental Services
Carol Antonelli, Radiology
Oscar Araujo, Materials Management
John Arn, Transplantation Biology Research Center
Nesli Basgoz, Medicine
Tracy Batchelor, Neurology
Abram Bekker, Photography
Stephen Belmonte, Center for Computational and Integrative Biology
Susan Bennett, Medicine
Grigory Beynenson, Nursing
Maria Bishop, Chemistry
Priscilla Boisvert, Social Services
Yves Boucher, Radiation Oncology
Yves Bourjolly, Nutrition and Food Services
Joshua Boyce, Pediatric Service
Mary Bozzi, Charlestown HealthCare Center
Laurette Bradbury, Nursing
Phillip Brown, Materials Management
Roy Brown, Environmental Services
Rosolivia Bryant, North End HealthCare Center
Barbara Burns, Psychiatry
Angela Burris, Nursing
Kathleen Callahan, Cancer Center Infusion Unit
Maureen Campbell, Nutrition and Food Services
Daria Casilli, Nursing
Dean Caufield, Buildings and Grounds
Michelle Chan, Pharmacy
Chinning Chang, Nutrition and Food Services
Zheng-Yi Chen, Neurology
Leon Chernyak, Medicine
Nina Chin, Hematology/Oncology Unit
Janice Ciano, Gillette Center for Women's Cancers
Gloria Ciccone, Pediatric Service
Andrew Clark, Psychiatry
Eileen Cogliano, Bulfinch Medical Group
Gary Collymore, Respiratory Care Services
Colleen Comeford, Nursing
Cathy Conboy, Psychiatry
William Constantine, Buildings and Grounds
Chris Constantinou, Radiology
Ana Coreas, North End HealthCare Center
Karen Cormier, Nursing
Celino Costa, Environmental Services
Anne Coutinho, Nursing
Merit Cudkowicz, Neurology
Susan Cummings, Weight Center
Therese D'Agostino, Pediatric Service
Lynn Dahling, Hematology/Oncology Unit
Ellen Daley, Blood Transfusion Service
Beverly Dammin, Dermatology
Michael Daniels, Psychiatry
Patricia Dello Russo, Cutaneous Biology Research Center
Donald Deraska, Medicine
Susan Diehl, Nursing
Patricia Divito, Blood Transfusion Service
Adelina Docanto, Nursing
Norma Dominguez, Nutrition and Food Services
Nancy Doyle, Primary Care Administration
Winifred Drayton, Health Information Services
Christine Dresp, Chelsea HealthCare Center
Ruthellen Driscoll, Nursing
Christopher Duggan, Pediatric Service
Karen Durant Faria, Center for Human Genetic Research
Marcia Dworkind, Pediatric Service
Nicholas Dyson, Medicine
Herbert Edwards, Nutrition and Food Services
Daniella Emile, Nursing
Clark Ewer, Health Information Services
Edward Farley, Police and Security
Charles Ferguson, Surgery
Julia Finn, Radiation Oncology
Thomas Finn, Massachusetts General Physicians Organization
Karlotta Fitch, Neurology
Cynthia Fitzsimmon, Ambulatory Care Practice Support Unit
John Flessas, Charlestown HealthCare Center
Kristine Forde, Nursing
Suzanne Francis, Nursing
Anna Frost, Surgery
Christa Gambon, Nursing
Patricia Gannon, Cardiology
Amelia Gardner, Anesthesia
Geraldine Gardner, Nursing
Michael Garrity, Medicine
Lisa Gartland, Microbiology
G. Scott Gazelle, Radiology
Debra Gervais, Radiology
Alice Gervasini, Nursing
Henry Gewirtz, Radiology
Maryjane Giacalone, Electrophysiology Lab
Valerie Giorgione, Neurosurgery
Paul Goetinck, Dermatology
Richard Goldberg, Psychiatry
Tessa Goldsmith, Speech/Language Pathology
Inacio Goncalves, Environmental Services
Carolyn Gorka, Cancer Center
Joan Green, Chemistry
Joseph Grocela, Urology
Elkan Halpern, Radiology
Annmarie Hayes, Nursing
Mark Hector, Nursing
Howard Heller, Medicine
John Henson, Neurology
Kelliann Hess, Pediatric Service
Jeffrey Hewett, Neurology
Daniel Hoch, Neurology
Karen Holland, Nursing
Zane Hollingsworth, Neurology
Guoxin Huang, Research Management
Xian Huang, Nursing
Diane Hurley, Endocrine Unit
Linda Inserra, Surgery
Lorraine Jacobsohn, Emergency Services
Rakesh Jain, Radiation Oncology
Loretta Johnson, Nursing
Margaret Johnson, Chelsea HealthCare Center
William Johnston, Nursing
Rosemary Jones, Anesthesia
Louis Jordan, Materials Management
Sheila Kaiser, Anesthesia
Umu Kanu, Nursing
Jennifer Kelliher, Nursing
Edward Kielty, Radiation Oncology
Anita King, Pathology
Maria King, Nursing
Steven Krugman, Psychiatry
Sharon Kurth, Radiology
Lawrence Kutner, Psychiatry

John A. Mills, MD

After completing medical school at McGill University and an internship at the Montreal General Hospital, Dr. John A. Mills moved to Boston in 1956 to complete his first year of residency in Pathology at the New England Deaconess Hospital. Dr. Mills then completed his residency in Internal Medicine at the MGH. Following a year as a research fellow with Sir Ashley Miles at the Lister Institute in London, Dr. Mills returned to the MGH as a clinical and research fellow in Rheumatology. Over the next 20 years, he dedicated his career to clinical practice and basic research in Immunology. In 1970, he was named chairman of the Ad Hoc Committee on Ambulatory Care. His recommendations helped create the Internal Medical Associates. Dr. Mills was the associate chief of the Department of Medicine from 1972 to 1975 and an associate firm chief from 1992 to 1995. In 1977, he was a member of a team of American rheumatologists, led by Dr. John Decker, who visited the Soviet Union in an attempt to develop cooperative clinical research projects. From 1972 to 1993, Dr. Mills served as the director of the Introduction to Clinical Medicine course at Harvard Medical School (HMS). He also was in charge of the Arthritis Clinic at the MGH. In 1993, he was given the Alfred Kranes Award for Excellence in Clinical Teaching. Although he retired from clinical practice in 1996, he continues to enjoy visiting the MGH Arthritis Clinic once a week, and for one month a year, the general medical service at the MGH. Dr. Mills is currently an associate professor of Medicine at HMS. He was a fellow of the College of Physicians of Canada and recently served on the ACR Vasculitis Classification Committee chaired by Dr. Gene Hunder. In 2000, he was named a master of the American College of Rheumatology. Dr. Mills and his wife, Nancy, have three sons, three daughters-in-law and eight grandchildren.

Dorothy Lafratta, Revere HealthCare Center
Ann Marie Lahaie, Chelsea HealthCare Center
[redacted]na Lampert, Diabetes Research Center
Elizabeth Larson, Nursing
Susan Laster, Pediatric Service
Donna Lawson, Nursing
Carol Leary, Rheumatology & Allergy Associates
Christian LeGuern, Surgery
Susan Leroux, Nursing
Jeffrey Levine, Revere HealthCare Center
Ming Li, Radiology
Yao Nan Li, Bulfinch Temporary Services
Viola Limone, Nursing
Eng Lo, Radiology
Rodrigo Lozano, Biomedical Engineering
Lynn Luginbuhl, Pediatric Service
Cynthia Maciaga, Nursing
Julia MacLaughlin, Endocrine Unit
Beverly Mahfuz, Neurology
Nikolaos Makris, Neurology
Joseph Malone, Buildings and Grounds
Kathleen Manganelli, Medicine
[redacted]avid Margolin, Neurology
[redacted]wrence Martin, Cutaneous Biology Research Center
Marilyn McCallum, Pulmonary and Critical Care Unit
Carlene McClanahan, Cardiology
Joanne McCormack, Pathology
W. Scott McDougal, Urology
Suzanne McGrail, Obstetrics and Gynecology Service
Margaret McLaughlin, Medicine
Michael McLaughlin, Police and Security
Barbara McManus, Psychiatry
Karen McManus, Molecular Endocrinology
Luetta McNeil, Orthopædics
Anna Meade, Nursing
Tanya Medvedeff, Nursing
Pamela Meinhardt, Cardiology
John Mendalka, Buildings and Grounds
Bonnie Michelman, Police and Security Administration
Laurie Miller, Nursing
Sidney Mondell, Psychiatry
Mary Mooney, Chemistry
Anna Moore, Radiology
McCallum Moore, Ambassadors
Sheila Moran, Treadwell Library
[redacted]ffrey Morgan, Surgery
Lisa Mortimer, Social Services
David Mrakovich, Psychiatry
Juliann Murphy, Nursing
Teresa Murphy, Nursing
Gabriella Muscolo, Pediatric Service
Amy Nash, Anesthesia
Donna Nicholas, Respiratory Care Services
Gunnlaugur Nielsen, Pathology
Mary Beth Nolan, Dermatology
Janet O'Brien, Nursing
Marjorie Oettinger, Molecular Biology
Laura Olson, Medicine
Mary O'Neill, Radiology
Melynda O'Neill, Nursing
Patricia O'Shea, Medicine
Joseph Panzera, Materials Management
Mikhail Papisov, Radiology
Pauline Pappas, Pediatric Service
Mary Pasinski, Neurology
Alexandra Paul-Simon, MGH Institute of Health Professions
Keith Perleberg, Nursing
Amarilis Pina, Nursing
Humberto Pina, Environmental Services
Richard Pino, Anesthesia
Ana Pires, Nursing
Hyppolite Pochette, Environmental Services
Joanne Prendergast, Nursing
Kristine Quatieri, Radiology
Elizabeth Rafferty, Radiology
Joseph Rampulla, Medicine
Robert Redmond, Dermatology
Samuel Riley, Photography
L. Celeste Robb-Nicholson, Medicine
Chiquita Robertson, Transplantation Biology Research Center
Christine Rooney, Cardiology
Julio Rosado, Environmental Services
Michelle Rose, Photography
Kathleen Rosenfield, Radiology
Rosemary Russo, Radiology
Kathleen Ryan, Professional Staff Benefits
David Sachs, Surgery
Josephine Saillant, Main Operating Room
Denise Sarnie, Radiology
Gail Schaaf, Nursing
Lori Schatzl, Nursing
Anthony Scheim, Nursing
William Schmitt, Medicine
Michael Schwarzschild, Neurology
Stephanie Seminara, Medicine
Diana Serino, Nursing
Karen Sharp, Nursing
Joseph Shea, Pharmacy
Robert Sheridan, Surgery
Mary-Theresa Shore, Radiology
Wilma Short, Physical Therapy Services

Maxwell Potter, MD

Dr. Maxwell Potter has been an active leader in the MGH Department of Psychiatry for the last 50 years. Receiving his medical degree from the University of Alabama in 1946, Dr. Potter completed his internship at Highland Baptist Hospital in Birmingham, Alabama, and his residency training in Psychiatry at Philadelphia General Hospital from 1946 to 1949. Serving in the U.S. Navy, Dr. Potter completed his residency training at the U.S. Navy Hospital in Portsmouth, Virginia, from 1949 to 1952. He continued to serve as a Navy medical officer, and retired with the rank of lieutenant commander in 1969. He joined the MGH staff in 1956 as a research fellow and clinical assistant in Psychiatry. He has played an active role in training residents, fellows and faculty, serving as an attending psychiatrist from 1963 to 1983, and as an assistant clinical professor of Psychiatry since 1976. He has served on the Residency Selection Committee since 1973, and Residency Training Committee since 1977. In 1979, he was named a fellow of the American Psychiatry Association (APA), and a lifelong fellow of the APA in 1987. He also served as president of his private practice, Psychiatric Staff Associates, from 1987 to 1991. Dr. Potter has retired, but he still consults for the Psychotherapy Program in the MGH Department of Psychiatry.

Virginia Sigel, Social Services
Joseph Silva, Orthotics
Julia Sinclair, Surgery
Jacqueline Skiddell, Revere HealthCare Center
Susan Slaugenhaupt, Neurology
Patrick Sluss, Pathology
Edward Smith, Professional Billing Office
R. Sobolewski-Lamberti, Neurology
Sujata Somani, Obstetrics and Gynecology Service
Guillermo Sosa-Suarez, Medicine
Mildred Spadafora, Cardiology
Jean Spence, Blood Transfusion Service
Kathleen Stakes, Nursing
Chantal Stern, Radiology
Christopher Stowell, Pathology
Jean Sullivan, Cardiology
Maura Sullivan, Pediatric Service
Diana Tanso, North End HealthCare Center
Arlene Taylor, Clinical Care Management Unit
Madalena Teixeira, Nursing
Ravi Thadhani, Medicine
Sarah Thayer, Surgery
George Theodore, Orthopædics
Melissa Thomas, Medicine
Maureen Thomassen, Nursing
Gretchen Timmel, Psychiatry
Karen Toledo, Operating Room Administration
Mimie Traore, Nutrition and Food Services
Olga Tsukurov, Pediatric Service
Eduardo Ventura, Environmental Services
Maria Veo, Professional Billing Office
Barbara Vozikis, Nursing
Marian Wallace, Neurology
Deborah Wanzer, Charlestown HealthCare Center
Wilma Wasco, Neurology
Mildred Wasileski, Cardiology
Lawrence Weissbach, Orthopædics
Marienoel Westgate, Pediatric Service
Purris Williams, Respiratory Care Services
Amy Wong, Cardiology
Rex Woodleigh, Radiation Safety Administration
Chin-Lee Wu, Pathology
Haidong You, Pathology
Anne Young, Neurology
Anthony Zietman, Radiation Oncology

FOR TEN YEARS

Diane Abraczinskas, Medicine
Dorothy Adams, Bulfinch Temporary Services
Diane Adebayo, Nursing
Alessandro Alessandrini, Medicine
Ruth Amadi-Nwogu, Nursing
Michelle Anderson, Nursing
Susan Aristizabal, Nursing
Aclouse Augustin, Environmental Services
Ann Bajart, Surgery
Caetano Barbosa, Environmental Services
Ernso Bazile, Nutrition and Food Services
Kristin Beauparlant, Nursing
A. Robert Bellows, Surgery
Oksana Berezovska, Neurology
Jennifer Berger, Nursing
Bryan Bergeron, Anesthesia
David Berkowicz, Medicine
Patricia Bermingham, Nursing
Eliot Berson, Surgery
Robyn Bigelow, Cancer Center Infusion Unit
Lois Bisson, Nursing
Josephine Boakye, Nursing
Rosemond Boateng Boadu, Nursing
Beata Borzymowska, Cancer Center
Jolanta Borzymowska, Cancer Center
Patricio Brandao, Environmental Services
Gary Brenner, Anesthesia
Stephen Brodette, Radiology
Ann Brooks, Biomedical Engineering
David Brooks, Surgery
John Buehler, Oral & Maxillofacial Surgery
Jean Cadet, Materials Management
George Canellos, Medicine
Carol Canlas, Cancer Center Infusion Unit
Michelle Capozzi, Professional Billing Office
Lisa Carr, Pediatric Service
Elias Carrion, Nursing
David Carter, Transportation Services
Linden Cassidy, Psychiatry
Evelyn Castillo Rivera, Professional Billing Office
Richard Catrambone, Oral & Maxillofacial Surgery
Michelle Cereno, Anesthesia
Arnab Chakravarti, Radiation Oncology
Wai Fong Chan, Radiation Oncology
Romeo Chang, Surgery
Wei Chao, Anesthesia
Cristina Charles, Nursing
Rosette Charles, Nursing
Tao Chen, Medicine
Mack Cheney, Surgery
Patricia Cignetti, Nursing
Patricia Clinton, Radiology
Clare Cole, Nursing
Colleen Collins, Pharmacy
Mary Collins, Psychiatry
Esther-Lee Correale Nealon, Radiology
Brenda Corrigan, Medicine
Annette Coward, Main Operating Room
David Criss, Medicine
Kimberley Cronin, Blood Transfusion Service
Gary Curhan, Medicine
Constance Dahlin, Palliative Care Service
Anders Dale, Radiology
Francoise Damas, Pediatric Service
Donald D'Amico, Surgery
Kelly D'Amore, Nursing
Charles Dardinski, Radiology
Christine Darsney, Psychiatry
Teodora Dasilva, Nursing
Lynne Davis, MGH Institute of Health Professions
Joseph Decamp, Environmental Services
Meihua Deng, Neurology
Xiuchan Deng, Research Management
Maura Desmarais, Occupational Therapy
Elizabeth Desouza, Radiology
Michelle Dever, Nursing
David Diamond, Medicine
Stacy Dillon, Cardiology
Constance Disilvio, Materials Management
Claes Dohlman, Surgery
Jan Dohlman, Medicine
Jeanne Dolan, Nursing
Sara Dolan, Neuroendocrine Unit
Nien Dong, Pediatric Service
Roberta Donnellan, North End HealthCare Center
Marie Dormevil, Environmental Services
Alysa Doyle, Psychiatry
Susan Duffy, Nursing
Marie Dumornay, Environmental Services
Allan Edwards, Surgery
Dariush Elahi, Medicine
Leif Ellisen, Medicine
Ann Erwin, Massachusetts General Physicians Organization
Susan Fallon, Nursing
Mary Farnham Mills, Nursing
Kristen Fernandes, Cancer Center Infusion Unit
Pierre Fidelia, Parking and Commuter Services
Kathleen Figurido, Respiratory Care Services
Elliot Finkelstein, Surgery
Leigh Firn, Medicine
Maria Fitzpatrick, Physical Therapy Services
Mary Flammia, Operating Room Administration
Richard Floyd, Surgery
Laurin Flynn, Pharmacy
Charles Foster, Surgery
Alex Fowler, Surgery
Anthony Fraioli, Surgery
Albert Frederick, Surgery
Lawrence Geoghegan, Surgery
Edward George, Anesthesia
Mary Gervino, Anesthesia
Richard Gliklich, Surgery
Loretta Godfrey, Nursing
Larry Goldberg, Surgery
Irma Gomez, Back Bay HealthCare Center
Arthur Goncalves, Environmental Services
Robert Gorn, Surgery
Evangelos Gragoudas, Surgery
Richard Grant, Medicine
Suzanne Graves, Pediatric Service
Jane Gray, General Store
Rita Gray, Medicine
Rosanna Greco, Pediatric Service
Maureen Griffith, Radiation Safety
Gary Gross, Obstetrics and Gynecology Service
Cynthia Grosskreutz, Surgery
Arthur Grove, Surgery
Adeline Guerrier, North End HealthCare Center
Mariana Guerrier, Environmental Services
Roxanne Guerriero, MGH Downtown
Kim Guilmette, Cardiology
Alice Hadley, Nursing
Thomas Hall, Materials Management
Marguerite Hamel-Nardozzi, Social Services
Maureen Hames, Cardiology
Kathleen Harney, Physical Therapy Services
Noreen Harrington, Psychiatry
Kenan Haver, Pediatric Service
Frances Hayes, Medicine
Peter Hayes, Preadmission Clinic
Maureen Heavey, Nursing

Arnold Weinberg, MD

Born in Brooklyn, New York, Dr. Weinberg has been an accomplished clinician, researcher, administrator and educator in his 50 years at the MGH. After graduating from Harvard Medical School (HMS) in 1956, he began his career at the MGH as an intern and junior resident in Medicine. He spent three and a half years at the National Institutes of Health (NIH), where he studied metabolic enzymes and white blood cells. Dr. Weinberg returned to the MGH as a senior resident, and joined the staff of the Infectious Disease Unit. He was the recipient of several large NIH grants in both adult and pediatric clinical infectious disease research, and consulted in infectious disease in Internal Medicine and Pediatrics. He also developed and led the first course in the pathophysiology of infectious diseases for HMS students. Dr. Weinberg began his administrative career in 1971, when he was appointed chief of Medicine at Cambridge Hospital. During his tenure, he recruited several new faculty members and launched the hospital's Internal Medicine residency. He returned to the MGH to serve as vice chair of the Department of Medicine in 1975, but his continued passion for education and infectious diseases led him to return to teaching at both HMS and the MGH in 1978. Dr. Weinberg returned to administration in 1986 when he was appointed director of MIT Medical, a group practice and health plan for the Massachusetts Institute of Technology (MIT) community. Since retiring from MIT in 2000, Dr. Weinberg has remained active on the staff of the Infectious Disease Unit at the MGH. As an associate firm chief, he continues to mentor senior medical students and house staff, and participates regularly in infectious disease rounds. He resides in Lincoln, Mass.

Caitlin Hemeon, Nursing
Ricardo Herrera, Environmental Services
David Himmelstein, Medicine
Atsuo Hirose, Surgery
Fadumo Hirsi, Chelsea HealthCare Center
Pamela Hodges, Women's Health Association
Alison Hoppin, Pediatric Service
Stuart Houser, Pathology
Walter Howard, Hematology/Oncology Unit
Karen Hurley, Nursing
Octavio Hurtado, Trauma and Burns Service
Bernard Hutchinson, Surgery
Aline Hutner, Pediatric Service
Holly Ibe, Hematology/Oncology Unit
Dan Iosifescu, Psychiatry
Cynthia Israel, Primary Care Administration
Michelle Jacobo, Psychiatry
Myrlene Jeremie, Nursing
Carleshia Johnson, Professional Billing Office
Jennifer Johnson, Nursing
Megan Jones, Nutrition and Food Services
Virginia Jones, Radiology
Cheryl Joseph, Nursing
Michel Joseph, Nutrition and Food Services
Jae Joung, Pathology
Osias Junique, Nutrition and Food Services
Deborah Kadish, Psychiatry
Michael Kane, Medicine
Paul Kantrowitz, Medicine
Barbara Katz, Pediatric Service
Kevin Kaufman, Surgery
Elizabeth Keegan, Anesthesia
Mary Lou Kelleher, Nursing
Peter Kelly, Neurology
Patricia Kent, Pediatric Service
William Kettyle, Medicine
Margaret Kjelgaard, MGH Institute of Health Professions
Ernest Kornmehl, Surgery
Mirjana Kostich, Pediatric Service
Susan Kostigen, Admitting Services
Lisa Krivickas, Neurology
Benjamin Kruskal, Pediatric Service
Frances Kuebler, Medicine
Man Kwan, Nutrition and Food Services
Thomas LaMattina, Medicine
Barbara Lambl, Medicine
Deborah Langston, Surgery
Martin Lantieri, Nursing
Beth Larossa, Practice Management and Customer Service
Robert Larossa, Nursing
Kameran Lashkari, Surgery
Karen Lavoie-Huard, Massachusetts General Physicians Organization
Nancy Lawless, Palliative Care Service
Lee Leahy, Clinical Research Program
Anna Lee, Nutrition and Food Services
Corrina Lee, Nursing
James Lee, Surgery
Lisa Leffert, Anesthesia
Anna Leone, Main Operating Room
Eric Leskowitz, Psychiatry
Simmons Lessell, Surgery
Jeralyn Levasseur, MGH Administration
Sylvia Lewinstein, Charlestown HealthCare Center
Carolene Lewis, Nursing
Maire Leyne, Gusella Group
Diane Lirakis, Nursing
Jay Loeffler, Radiation Oncology
John Loewenstein, Surgery
Joan Lombardi, Nursing
Peter Lou, Surgery
Alicia Lugo, Chelsea HealthCare Center
Thomas C. Lynch, Nursing
John Mably, Medicine
Joyce MacCormack, Chelsea HealthCare Center
Frances Mahoney, Surgery
Dianne Mailly, Nursing
Atul Malhotra, Medicine
Leila Mankarious, Pediatric Service
Virginia Manzella, North End HealthCare Center
Aldo Manzo, Chelsea HealthCare Center
Adela Marquez, Chelsea HealthCare Center
Josefina Marroquin, Nutrition and Food Services
Mallika Marshall, Medicine
Carlos Matos, Environmental Services
Barbara Matteson, Pathology
John Mayer, Surgery
Robert Mayer, Medicine
Marcela McConnell, MGH Institute of Health Professions
Robert McCunney, Medicine
Melissa McDonald, Professional Billing Office
Carol McDonough, Nursing
Sean McGrath, Police and Security
Melissa McInnis, Nursing
William McLaughlin, Police and Security
John McMeel, Surgery
Frank Melanson, Massachusetts General Physicians Organization
Mary Melican, Cardiology
Saumil Merchant, Surgery
Ralph Metson, Surgery
David Miller, Nursing
Joan Miller, Surgery
Karen Miller, Psychiatry
Jennifer Mills, Anesthesia
Leslie Milne, Emergency Services
Ellen Minsky, Nursing
Ronald Minter, Anesthesia
Jose Miranda-Rivas, Biomedical Engineering
Dennis Mitchell, Emergency Services
Richard Mitchell, Surgery
Francis Moore, Surgery
Kathryn Moore, Medicine
Marie Morisset, Nursing
Michael Morley, Surgery
Nilanthi Moy, Medicine
Beth Muccini, Chelsea HealthCare Center
Shizuo Mukai, Surgery
Anna Muriel, Psychiatry
Jesslyn Murphy, Respiratory Care Services
Heather Murray, Emergency Services
Abdulwahab Musanur, Materials Management
Joseph Nadol, Surgery
Ronald Nath, Surgery
Jennifer Neveu, Physical Therapy Services
Christopher Newton-Cheh, Medicine
Peter Nguyen, Pharmacy
Paul Nordberg, Clinical Care Management Unit
Natan Noviski, Pediatric Service
Mary O'Brien, Clinical and Professional Development
Christopher O'Donnell, Medicine
Kerstin Oh, Pediatric Service
Bonnie Ohye, Psychiatry
Felix Ojimba, Chaplaincy Department
Barbara Olson, Social Services
Harold Ota, Surgery
Diana Palmer, Pediatric Service
Georgios Papadimitriou, Neurology
Harry Papazian, Orthopædics
Claudia Paredes, Psychiatry
Lorraine Parkes, Oral and Maxillofacial Surgery
Piera Pasinelli, Neurology
Hasmukh Patel, Hematology/Oncology Unit
Annemarie Patten, Nursing
Kimberly Pearson, Psychiatry
Kathleen Pease, Pediatric Surgical Services
Frank Pedlow, Orthopædics
Noemi Pedraza, Medicine
James Pedulla, Medicine
Elizia Pereira, Nursing
Juan Perez, Environmental Services
Richard Perrotti, Massachusetts General Physicians Organization
Rosemarie Perry, Cancer Center Infusion Unit
Gail Pierson, Radiation Oncology
Ioulia Plotnikova, Molecular Biology
Dennis Poe, Surgery
Harald Prosper, Research Management
Elaine Pugliese, Psychiatry
Donald Putnoi, Surgery
Stephanie Quamo, Medicine
Juan Ramirez, Environmental Services
Amanda Ramos, Nursing
Gregory Randolph, Surgery
Peter Rapoza, Surgery
Steven Rauch, Surgery
Edward Reardon, Surgery
Alton Reeves, Materials Management
Paula Reeves-OBrien, Professional Billing Office
Adriana Reguera, Emergency Services
Ana Reyes, Nutrition and Food Services
Claudia Richter, Surgery
Elizabeth Rider, Pediatric Service
Vicki Rieder, Medicine
Nancy Ringwood, Biostatistics Center
Joseph Rizzo, Surgery
Maryellen Robertson, Emergency Services
Jennifer Rochow, Mass General Medical Group
Jessica Rodin, Admitting Services
Rosa Rodriguez, Environmental Services
Aleita Rodriquez, Oral and Maxillofacial Surgery
Ellen Rohan-Ball, MGH Institute of Health Professions
Laura Romo, Radiology
Diana Ronell, Psychiatry
Griselda Rosa, Obstetrics and Gynecology Service
Daysi Rosario, Environmental Services
James Rosenberg, Surgery
Vicente Rubin, Surgery
Pauline Rubino, Pediatric Surgical Services
Jeffrey Rudnick, Radiology
William Ruth, Medicine
Amy Rutstein-Riley, MGH Institute of Health Professions
David Ryan, Medicine
Edward Ryan, Surgery
Elizabeth Ryan, Emergency Services
Salah Salman, Surgery
Jennifer Samiotes, Pediatric Service
Suzanne Sarfaty, Medicine
William Sasso, Transportation Services
Jeanne Savoy Elliott, Nursing
Leslie Scherl, Pediatric Service
Marielle Scherrer-Crosbie, Medicine
Robert Schneider, Radiology
Karen Scialoia, Chelsea HealthCare Center
Richard Searles, Radiology
Johanna Seddon, Surgery
Hai Shi, Pediatric Service
Elaine Shiang, Medicine
Jan Shifren, Obstetrics and Gynecology Service
Bradford Shingleton, Surgery
Julie Silberman, Pediatric Service
Catherine Silva, Medicine
Thomas Silva, Pediatric Service
Julie Silver, Physical Medicine and Rehabilitation
Kenneth Silverman, Medicine

William Simmons, Massachusetts General Physicians Organization
Marie-Banatte Simon, North End HealthCare Center
Naomi Simon, Psychiatry
Stephen Simon, Medicine
Jan Slezak, Anesthesia
Joel Snider, Medicine
Tracy Soares, Professional Billing Office
Jean Souffrant, Materials Management
Martin Spera, Clinical Care Management Unit
Annie Srethabhakti-Liau, Obstetrics and Gynecology Service
Anita St. John, Pediatric Service
Josephine Stafford, Operating Room Administration
Angela Stancato-Lebow, North End HealthCare Center
Antonia Stephen, Surgery
Amie Stone, Nursing
Julianne Stoughton, Surgery
Peter Stringham, Pediatric Service
Janine Sullivan, Radiology
Patricia Sullivan, Radiology
Susan Sullivan, Nursing
Francis Sutula, Surgery
Katherine Swigar, Nursing
Jonathan Talamo, Surgery
Rosemary Tambouret, Pathology
Kelan Tantisira, Pediatric Service
Jane Taub, Nursing
Jennifer Tavernelli, Nursing
James Taylor, Medicine
Karin Templeton, Nursing
Elizabeth TePas, Pediatric Service
Shelley Thibedeau, Professional Billing Office
John Thomas, Surgery
Anne Thorndike, Medicine
Baruch Ticho, Pediatric Service
Trexler Topping, Surgery
Daniel Townsend, Surgery
Clement Trempe, Surgery
Lisa Tufts, Nursing
Maudline Tuitt, Nutrition and Food Services
Carl Turissini, Medicine
Catherine Ulbricht, Pharmacy
Eugene Vanderpool, Bulfinch Temporary Services
Michelle Vassilopoulos, Nursing
Leslie Vensel, Medicine
Stefan Ventura, Environmental Services
Jatin Vyas, Medicine
Kathleen Walsh, Clinical Care Management Unit
Thomas Wang, Medicine
Angela Washington, Professional Billing Office
Mary Watkins, MGH Institute of Health Professions
Kimberly Waugh, Nursing
Howard Weinstein, Pediatric Service
Joel Weissman, Medicine
John Weiter, Surgery
Patrick Wen, Neurology
John Westgate, Main Operating Room
Sheryl Wetterhahn, Massachusetts General West Medical Group
Kimberly Whalen, Pediatric Service
Amy Wheeler, Medicine
Michael Wiedman, Surgery
Margo Wilder, Radiology/Breast Imaging
Merrilee Wiley, Pediatric Service
Marianne Williams, Nursing
Myles Wolf, Medicine
Jean Wong, Radiology
Yu Mei Wong, Professional Billing Office
Yaotang Wu, Radiology
Vijay Yajnik, Medicine
Lucy Young, Surgery
Kimon Zachary, Medicine
Steven Zeitels, Surgery
Michael Zinner, Surgery
Sonia Zuniga, Main Operating Room

FOR FIVE YEARS

Elisa Abdulhayoglu, Pediatric Service
Melissa Abraham, Psychiatry
Dennis Acevedo, Buildings and Grounds
Charles Achibiri, Bulfinch Temporary Services
Luiz Acioli, Parking and Commuter Services
June Adams, Professional Billing Office
Pauline Adams-Davy, Nursing
Khadija Afdal, Nursing
Nadeem Afridi, Medicine
Jessica Aguirre Alvarez, Materials Management
Diane Ainsworth, Nursing
Brahim Aitbouzidi, Nursing
Khalid Aitbouzidi, Main Operating Room
Amado Alas, Environmental Services
Meredith Albrecht, Anesthesia
Pauline Albrecht, Nursing
Darlene Alcindor, Nursing
Megan Aleardi, Psychiatry
Samuel Alexander, Nutrition and Food Services
Maryse Alexandre, Nursing
Jean Alexis, Emergency Services
Todd Allen, Medicine
Ian Alley, Research Management
Donna Allman, Operating Room Administration
Avraham Almozlino, Neurology
Vilma Alvarado, Internal Medicine
Pedro Alvarez, Environmental Services
Cecille Alve, Nursing
Lurdes Alves, Gillette Center for Women's Cancers
Christina Anagnos, Neurology
Auzenda Andrade, Nursing
Carolina Andrade, Cancer Center Infusion Unit
Maria Andrade, Nursing
Abner Andre, Materials Management
Farah Andre, Nursing
Lea Angel, Treadwell Library
Laura Angelo, Professional Billing Office
Veronica Anglin, Nursing
Godfrey Anyaka, Chaplaincy Department
Karim Arachiche, Chemistry
Kiyomi Araki, Neurology
Medardo Ardon, Environmental Services
Nora Aristizabal, Environmental Services
Lisa Arlin, Nursing
Wynne Armand, Medicine
Lise Armour, Professional Billing Office
Brian Arsenault, Buildings and Grounds
Susan Arsenault, Nursing
Wannee Asavaroengchai, Bulfinch Temporary Services
Benjamin Asfaw, Radiology
Carmen Atkinson, Nursing
Alexis Auger, Nursing
James Auld, Chemistry
Adrienne Austin, Obstetrics and Gynecology Service
Laura Avery, Radiology
Santiago Avila, Buildings and Grounds
Irma Ayala, Nutrition and Food Services
Cenk Ayata, Radiology
Yamna Badi, Nursing
Akberet Bahabla, Nursing
Edward Bailey, Pediatric Service
Meghan Baker, Medicine
Shahrzad Bakhshalizadeh, Nursing
Mary Jo Ballem, Bulfinch Temporary Services
Rabih Ballouk, Nursing
Debjani Banerji, Surgery Administration
Robert Barbieri, Medicine
Rheila Barker, Nursing
Richard Barkhouse, Transportation Services
Steven Barna, Anesthesia
Lucia Barnes, Nursing
Ericka Barrett, Hematology/Oncology Unit
Felizberta Barros, Nursing
Amy Barry, Bulfinch Temporary Services
Harold Barthold, Radiation Oncology
Brenda Barton, Nursing
Anthony Bashir, MGH Institute of Health Professions
Angelique Bastien, Nursing
Jean Bastien, Health Information Services
Immacula Bazile, Clinical Pathology
Dolores Beiene, Nutrition and Food Services
Mina Belghazi, Main Operating Room
Nesly Belizaire, Preadmission Clinic
Shamaina Bell, Nursing
Frank Bellistri, Geriatric Medical Unit
Andrea Beloff, Surgery Administration
Kathleen Belschner, Internal Medicine
Ali Benchekroun, Anesthesia
Joyce Benedetto, Nursing
William Benedetto, Anesthesia
Judithe Benjamin, Radiology
Michael Bento, The Clubs at Charles River Park
Edward Benz, Medicine
Susan Berglund, Community Benefits
Clemens Bergwitz, Medicine
Tracey Berman, Physical Therapy Services
Karen Bernstein, Orthopædics
Shelly Bernstein, Pediatric Service
Andrea Bertorelli, Main Operating Room
Joseph Betancourt, Medicine
Kelly Bettencourt-Lopes, Nursing
Lisa Beyer, Orthopædics
Ishir Bhan, Medicine
Nina Bhardwaj, Medicine
Ami Bhatt, Medicine
Khadija Bidda, Nursing
Monique Bigot, Radiology
Rebekah Bitar, Nursing
Leah Blackstone, Health Information Services
Ellen Blanch, Nursing
Marie Blanchette, Nursing
Anne Blondin, Gillette Center for Women's Cancers
Anne Blood, Neurology
Gary Boas, Radiology
Donita Boddie, Public Affairs Office
Claudio Boina, Bulfinch Temporary Services
Celion Bonheur, Nursing
Denise Boriel, Neurology
David Borrelli, Psychiatry
Thomas Bortfeld, Radiation Oncology
Elizabeth Botelho, Obstetrics and Gynecology Service
Kristine Botteri Svagdis, Nursing
Matthew Bougas, Cardiology
Tracy Bourassa, Orthopædics
Michelle Bourgeois, Radiology
Lynne Bozzi, Nursing
Bonnie Bradley, MGH Administration
John Bradley, Laboratory of Computer Science
Amy Brady, Nursing
Terrence Brady, Respiratory Care Services
Chanelle Bray, Radiology
Rebecca Brendel, Psychiatry
Joan Brennan, Bulfinch Temporary Services
Denise Brewer, Pediatric Surgical Services
Judith Bridge, Radiology
Kate Brill-Daley, The Clubs at Charles River Park
Shannon Bromley, Medicine
Traci Brooks, Pediatric Service
Wendy Broom, Neurology
Elissa Brown, Radiology
Jan Brown, Mass General West Medical Group
Robert Brown, Medicine
Sharon Brown, Medicine
Stephanie Brown, The Clubs at Charles River Park

Theresa Brown, Nursing
Michelle Browne, Nursing
William Brownstein, MGH Registration Referral Center
[redacted]sa Brugnoli-Semeta, Back Bay HealthCare Center
Roland Brusseau, Anesthesia
John Bruttaniti, Police and Security
John Buckingham, The Clubs at Charles River Park
Maureen Buckley, Neurology
Stacey Bunk, Professional Billing Office
Douglas Burger, Medicine
Charles Burns, Medicine
James Burns, Materials Management
Jennie Burrell, Back Bay HealthCare Center
Sara Burton, Volunteer Department
Denis Bustin, Development
Peter Butler, Surgery
Mary-Jane Byrnes, Bulfinch Medical Group
Geovanina Cabral, Environmental Services
Rebecca Cadima-Czubinski, MGH Institute of Health Professions
Elizabeth Cadogan, Speech/Language Pathology
Christin Cahill, Cancer Center
Daniel Cahill, Neurosurgery
Jennifer Cahill, Pulmonary and Critical Care Unit
[redacted]Shannon Cahoon, Radiology
[redacted]Nicole Calkins, Radiology
Jean Callahan, Medicine
Michael Callahan, Dermatology
Elizabeth Campbell, Nursing
Fernely Campo Chavez, Environmental Services
Craig Canapari, Pediatric Service
Pamela Cangiamila, MGH Dental Group
Shari Cantor, Physical Therapy Services
Timothy Canty, Anesthesia
Pasquale Caputo, Blood Transfusion Service
Melissa Caracciolo, Nursing
Brenda Cardoso, Nursing
Maryssa Carey, Main Operating Room
Melissa Caron, Speech/Language Pathology
Laura Carr, Pharmacy
Shirley Carr, MGH Institute of Health Professions
Gail Carraggi, Revere HealthCare Center
Manuel Carranza, Nutrition and Food Services
Brenda Carrera-Allen, Cardiology
Marie-Ange Casimir, Nursing
Paolo Cassano, Psychiatry
Diane Cassarino Puopolo, Endocrine Unit
[redacted]Rick Castillo, Main Operating Room
Cristina Catt, Emergency Services
Amanda Cavicchio, Surgery
Guilaine Cenat, Nutrition and Food Services
Julian Ceron, Medicine
Robert Chalukian, The Clubs at Charles River Park
Daniel Champney, Emergency Services
Wai Chan, Professional Billing Office
Yang Chang, Anesthesia
Alissa Charles, Psychiatry
Maryse Charles, Nutrition and Food Services
Jennifer Chase, Anticoagulation Therapy Unit
Clark Chen, Neurosurgery
David Chen, Neurology
Jingwen Chen, Radiology
Neal Chen, Orthopædics
Shu-Dan Chen, Laboratory of Computer Science
April Cheney, Main Operating Room
Rosa Chiaravalloti, Nursing
Belky Chin, Chelsea HealthCare Center
Karina Chisholm, Hematology/Oncology Unit
Ji-Kyung Choi, Radiology
Robert Chotalal, Radiology
Debra Christofi, Nursing
Wallace Christopher, Emergency Services
Jeanhee Chung, Medicine
Serina Ciampa, Revere HealthCare Center
Chelby Cierpial, Nursing
Melissa Cirino, Pharmacy
Kettely Civil, Nursing
Monine Civil, Nutrition and Food Services
John Clark, Medicine
Kathleen Clark, Gastrointestinal Unit
Samantha Clark, Gillette Center for Women's Cancers
Janine Clarke, Cancer Center Infusion Unit
Patrick Clay, Police and Security
Carole Clyburn, Nursing
Edward Coakley, Patient Care Services Administration
Brian Coates, Buildings and Grounds
Aimee Cocuzzo Spellman, Main Operating Room
Joan Cogliano, Nursing
Harold Colas, Transportation Services
James Coleman, Parking and Commuter Services
Julia Coleman, Psychiatry
Kelly Coleman, Nursing
Daniel Collette, Center for Computational and Integrative Biology
Antonio Colon, Pharmacy
Margeorg Colphon, Nursing
Maureen Connelly, Nursing
Jaclyn Connolly, Emergency Services
Tania Constant, Bulfinch Temporary Services
William Coose, Buildings and Grounds
William Copen, Radiology
Jayson Corbett, Transportation Services
Elise Cormier, Emergency Services
Lynn Cornell, Pathology
Alice Cort, Medicine
Susanna Cortese, Neurology
Miguel Cosme, Nutrition and Food Services
Kathleen Cote, Gillette Center for Women's Cancers
Lindsay Coull, Nursing
Lisa Couto, Cancer Center
Linda Coventry, Medicine
Maria Coviello Polito, Chelsea HealthCare Center
Cathy Cox, Radiology
Christine Cox, Radiology
Natalie Cox, Bulfinch Medical Group
Caryn Coyle, Bulfinch Temporary Services
Beth Creeden, Surgical Oncology
J. Benjamin Crocker, Medicine
Jonathan Crocker, Medicine
Claire Cronin, Surgery
Hattie Cross, Parking and Commuter Services
Diane Croteau, Surgery
Heike Croteau, Psychiatry
Elizabeth Crowley, Radiation Oncology
Margarita Cruz, Materials Management
Richal Cruz, Environmental Services
Elizabeth Cuevas, Medicine
Constance Cunha, Preadmission Clinic
Kathleen Cunniffe, Nursing
Anita Curran, Bulfinch Temporary Services
Jennifer Curran, Nursing
Paul Currier, Medicine
Nancy Curtis, Radiology
Amy Cusano, Nursing
Peter Cusson, Professional Billing Office
Dana Cvrk, Obstetrics and Gynecology Service
Douglas Dahl, Urology
Akshay Dalal, Anesthesia
Shobhana Dalal, Anesthesia
Helen Anne D'Alessandro, Radiology
Tracey Daley, Pediatric Service
Nina Dalpozzal Hall, Surgery
Evelyne Damas, Cardiology
Kathleen Damian, Nursing
Li Dan, Chemistry
Diane Danno, Medicine
Joachin Daphnis, Nutrition and Food Services
Diana Darby, Nursing
Maryellen Darragh, Nursing
Sanjukta Dass, Gastrointestinal Unit
Nancy Davis, Respiratory Care Services
Alan Dawson, Radiology
Meghan Dawson, Nursing
Percia De Los Santos, Internal Medicine
Shelly-Ann Dean, Nursing
Christine Deangelis, Nursing
Johannes deBoer, Dermatology
Catherine Deely, Development
Lindsay DeFrancesco, Nursing
Donna DeFronzo, Health Information Services
Emma Deirmendjian, Pharmacy
Matthew Delaney, Police and Security
Innocent Delanois, Transportation Services
Leslie DeLisle, Nursing
Marie Deloreto, Chelsea HealthCare Center
Claudia Delucia, Clinical Care Management Unit
Maureen Demers, Revere HealthCare Center
Penelope Demers, Reading Disabilities Department
Maria Denapoli, Revere HealthCare Center
Jonathan Dennis, Molecular Biology
Kimberly Dennis, Professional Billing Office
Christine DeOliveira, Professional Billing Office
Domingos Depina, Environmental Services
Jason Depina, Chemistry
Julio Depina, Transportation Services
Maudrie Depradine, MGH Registration Referral Center
Jennifer Deroche, Surgery
Frantz Desir, Hematology/Oncology Unit
Herby Desir, Anesthesia
Janice Desmarais, Nursing
Marie Dessalines, Nursing
Pierre Dessin, Treadwell Library
Sheila Destefano, Bulfinch Temporary Services
Grace Deveney, Nursing
Stanley Devilme, Police and Security
Anna Devor, Radiology
John Di Bona, General Store
Adrianne Diamond, Anesthesia
Colleen Diamont, Clinical Care Management Unit
Nerida Diaz, Research Management
Pamela DiCicco, Gillette Center for Women's Cancers
Roben Dickerson, Anesthesia
Christopher Digiacomo, Emergency Services
Tracey DiMaggio, Nursing
Debra Dimuzio, Nursing
Seth Dion, Hematology/Oncology Unit
Mark Dirschel, Emergency Services
Jayne Doherty, Medicine
Josefina Dominguez, Professional Billing Office
Kevin Donahue, Police and Security
Vivian Donahue, Nursing
Krista Dong, Medicine
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Mary Donohoe, Molecular Biology

Patrick Donovan, Buildings and Grounds
Mary Doran, Nursing
David Dorer, Biostatistics Center
Corliss Dorsey, Cardiology
Meghan Dougherty, Psychiatry
Murdo Dowds, Psychiatry
Genita Downing, Chemistry
Mark Drapkin, Medicine
Eric Driscoll, Emergency Services
Maureen Dryja, Women's Health Association
Jackie D'Silva, Nursing
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Mary Dugan, Anticoagulation Therapy Unit
Tami Duggan, Radiation Oncology
Eileen Dukess, Emergency Services
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Erika Ehnstrom-Carr, Nursing
Quentin Eichbaum, Medicine
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Rui Estrela, Information Systems
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Pamela Evans, Cardiology
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Patrick Exilus, Nutrition and Food Services
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Katherine Fallon, Nursing
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Marso Fiorillo, Bulfinch Temporary Services
Ellen Fitzgerald, Nursing
Elizabeth Flanagan, Nursing
Nancy Flanz, Bulfinch Temporary Services
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Beatriz Flores, Nursing
Luis Flores, Police and Security
Nicole Flory, Cancer Center Infusion Unit
Christina Fluet, Pediatric Service
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Thomas Forbes, Radiation Oncology
Catherine Ford, Pediatric Service
Jennifer Ford, Nursing
Kathleen Forte, Nursing
Elisa Fossale, Gusella Group
Fatima Fountain, Nursing
Nicole Frahm, Medicine
Jacquelyn Francis, Nursing
Ramon Franco, Surgery
Natasha Frank, Pediatric Service
Shannon Fraser, Nursing
Liberta Frattaroli, Nursing
Janice Freda, Internal Medicine
Kerri Fredian, Emergency Services
Avi Friedlich, Psychiatry
Heather Frye, Nursing
Miguel Fuentes, Cardiology
Joan Fujiyoshi, Nursing
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Diane Greene, Gastrointestinal Unit
Daniel Griffin, Radiation Oncology
Robert Griffin, Research Space Management Group
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Gloria Hernandez, Molecular Biology
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Patricia High-Edo, Blood Transfusion Service
Rodney Hill, Nutrition and Food Services
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Charmain Jackman, Psychiatry
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Stephen Jones, Radiology
Jean-Fresnel Josaphat, Radiology
Mary Joseph, Admitting Services
Marie Joseph, Bulfinch Temporary Services
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Nicole Joseph, Radiology
Jennifer Juel, Neurology
Nathaniel Julien, Transportation Services
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Veronica Kalil, Internal Medicine
Mannudeep Kalra, Radiology
Cynthia Kane, Neurology
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Vashkar Karim, Pharmacy
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Brendan Kelly, Parking and Commuter Services
Karen Kelly, Nursing
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Susan Kelly, Nursing
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Kathleen Killory, Main Operating Room
Kathleen Killough, Nursing
DooYeon Kim, Neurology
Howard Kim, Urology
Hyung Kim, Neurology
John Kim, Molecular Biology
Young Kim, Radiology
Janet King, Nursing
Robin King, Surgery
Elizabeth Kinzer, Molecular Biology
David Kirsch, Radiation Oncology
Matthew Kirwin, Police and Security
Linda Knight, Chaplaincy Department
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Christine Kocks, Pediatric Service
Rebecca Kolp, Obstetrics and Gynecology Service
Mary Komich, Nursing
Kimi Kong, Neurology
Karon Konner, Social Services
Michael Kopeloff, Bulfinch Temporary Services
Frank Korn, Nursing
Ethan Korngold, Medicine
Vira Kou, Nursing
Anne Kowalick, Health Information Services
Katherine Krafsig, Nursing
Carolyn Krasner, Medicine
Patricia Kritek, Medicine
Linda Krug, Physical Therapy Services
Stephanie Kuehn, Pathology
Ronald Kulich, Psychiatry
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Jeffrey Kwong, Infectious Disease Unit
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Zenaida La Rocque, International Patient Center
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Sarah Lacroix, Obstetrics and Gynecology Service
Serena Laft, Radiology
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Christian Lambert, Nursing
Denise Lanfranchi, The Clubs at Charles River Park
Lucinda Langenkamp, Nursing
Bruce Langlois, Buildings and Grounds
Zofia Lanowa, Environmental Services
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Rajani LaRocca, Medicine
Regina LaRocque, Medicine
Jeffrey Lasker, Pediatric Service
Kerting Laurent, Main Operating Room
Rena Lavasseur, Internal Medicine
James Lavelle, Psychiatry
Diane Lavertue, Bulfinch Temporary Services
Mary Lavieri, Nursing
Charmain Lawrence-Henry, Nursing
Tara Lawrimore, Radiology
Amy Lawson-Yuen, Pediatric Service
Crystal Leach, Nursing
Alexandra Lebedeva, Gastrointestinal Unit
Kathleen LeBlanc, Pediatric Service
Bing Lee, Environmental Services
Hang Lee, Medicine
Jae Lee, Radiology
Richard Lee, Medicine
Kelly Leehan, Nursing
Jaime Lemus, Environmental Services
Patricia Lemus, Research Management
Constance Leonard, Bulfinch Temporary Services
Mu Leong, General Store
Gail Leslie, Nursing
Heather Lessard, Professional Billing Office
Doreen Leupold-Mitchell, Clinical Care Management Unit
Hermann Leveillard, Environmental Services
Catherine Leveroni, Psychiatry
Wilton Levine, Anesthesia
Vered Levy, Dermatology
Michael Lew, Medicine
Jian Li, Dermatology
Lifan Liang, Cardiology
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James Liebau, Neuroendocrine Unit
Isabel Lima, Cancer Center Infusion Unit
Bin Lin, Neurosurgery
Suzann Lindsay, Trauma Service Administration
Deborah Linton, Bulfinch Temporary Services
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Rong Liu, Surgical Oncology
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Priscilla Lord, Health Information Services
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Darlene Loso, Nursing
Mimose Louis, Transportation Services
Dorothy Lourie, Reading Disabilities Department
Aude Lubin, Nursing
Lori Lucas, Nursing
Michele Lucas, Social Services
Lynda Lumi, Psychiatry
Marie Luxama, Cancer Center Infusion Unit
Ngoc Ly, Pediatric Service
Karen Lyall, Radiology
Dawn Lynch, Radiology
Dennis Lynch, Buildings and Grounds
Kelly MaCauley, Physical Therapy Services
Killian MacCarthy, Oral & Maxillofacial Surgery
Alison MacDonald, Radiology
Jeanne MacDonald, Pediatric Service
Sandra MacDonald, MGH Weston
Teresa MacDonald, Nursing
Kimberly MacGregor, Nursing

Lee-Ann Maciel, Respiratory Care Services
Ann MacKinnon, Dermatology
Briain MacNeill, Medicine
Janet Madigan, Nursing
Ping Mah, Cardiology
Amy Mahan, Medicine
Ward Maier, Anesthesia
Robert Makar, Pathology
Madhu Malo, Surgery
Paul Maloney, Buildings and Grounds
Konstantinos Mamakos, Bulfinch Temporary Services
Asim Mandal, Medicine
Mary-Kate Mangan, Cardiology
George Mann, Police and Security
Carol Mannone, Internal Medicine
Michael Mannstadt, Medicine
Tanya Maramag, Main Operating Room
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Frank Marchelletta, Buildings and Grounds
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Holly Martin, Nursing
Renee Martin, Radiology
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Jose Martinez, Environmental Services
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Constantinos Mavroidis, Surgery
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James McCarthy, Police and Security
Lisa McCarthy, Anesthesia
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Colleen McCollom, Radiation Oncology
Janice McCue, Obstetrics and Gynecology Service
Michelle McDonald, Orthopædics
Paul McDonald, Buildings and Grounds
Alison McDonough, Blood Transfusion Service
Jennifer McGaffigan, Nursing
Joshua McGee, Nursing
Jennifer McGrail, Nursing
Karen McGrath, Nursing
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Megan McGrath, Geriatric Medical Unit
Jeanne McKeon, Psychiatry
Nancy McKie, Endocrine Unit
Chastity McMullon, Emergency Services
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Sharon McSorley, Medicine
Michele Meadows, Urology
Terry Means, Medicine
Arlene Meara, Main Operating Room
Tara Medich, Radiation Safety
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Liezle Medua, Professional Billing Office
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Barbara Meehan, Chelsea HealthCare Center
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Karen Mejia, Pediatric Service
Colleen Melchionno, Cardiology
Alec Meleger, Physical Medicine and Rehabilitation
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Crisanto Mendonca, Center for Computational and Integrative Biology
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Porfirio Merino, Environmental Services
Jean Merlain, Environmental Services
Anne Merrill, Treadwell Library
Nicholas Merry, Nursing
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Mustapha Mhamdi, Police and Security
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Sandra Michel, Nursing
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Maria Miller, Orthopædics
Suzanne Mills, Nursing
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John Mitchell, Ambassadors
Valerie Mitchell, Health Information Services
Felix Mojica, Materials Management
Jannie Mok, Pharmacy
Richard Mollica, Psychiatry
Marcelyn Molloy, Medicine
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Paul Montgomery, Palliative Care Service
Maria Montrond, Environmental Services
Stella Moody, Nursing
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Susan Moran, Medicine
Mark Morley, Blood Transfusion Service
James Morrill, Medicine
Eric Morrow, Psychiatry
Lisa Morse, Medicine
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Jacqueline Mulgrew, Physical Therapy Services
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Kathryn Mullin, Microbiology
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Vanita Murray, Nursing
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Anders Naar, Medicine
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Jessica Nadraga, Physical Therapy Services
Umadevi Naidoo, Psychiatry
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Judith Najjuma, Nursing
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Anna Nolan, Medicine
Odrigue Normil, Nursing
Evelyn Norvish, Nursing
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Michael O'Neil, Cardiology
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Atiya Parrish, Nutrition and Food Services
Jane Parrish, Physical Medicine and Rehabilitation
Alvaro Pascual-Leone, Radiology
Kristin Pati, Nursing
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Dawn Peters, Pediatric Service
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Amy Roberts, Pediatric Service
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Danielle Rochette, Nursing
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John Rodriguez, Gastrointestinal Unit
Jose Rodriguez, Surgery
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Shannon Rogers-Cruz, Infectious Disease Unit
Juan Roldan, Ambassadors
Sarah Rollins, Pathology
Erin Romano, Neurology
Michael Romano, Buildings and Grounds
Catherine Romero, Gillette Center for Women's Cancers
Amy Ronco, Cardiology
Amanda Rosa, Nursing
Ana Maria Rosales, Pediatric Service
Sintias Rosario, Nursing
Mireille Rosenberg, Dermatology
Sanford Roth, Pathology
Marie Rousseau, Nursing
Ann Rowan, MGH Weston
Sarah Rowley, Nursing
Rachida Rtaymi, Nursing
Joseph Rugnetta, Pharmacy
Edgar Ruiz, Cardiology
Lori Ruskin, Nursing
Meaghan Russell, Surgery
Steven Russell, Medicine
Katherine Russo, Occupational Therapy
Kara Ryan, Pediatric Service
Patricia Ryan, Pediatric Surgical Services
Pierre Sajous, Transportation Services
Nerlande Saladin, Nursing
Giselle Salazar, Nutrition and Food Services
La'Shari Salery, Nursing
Dimas Salmeron, Nutrition and Food Services
Andrea Saltzman, General Clinical Research Center
Arthur Samaras, Nursing
Jane Sanborn, Nursing
Herminio Sanchez, Materials Management
Janet Santiago, Chelsea HealthCare Center
Nayda Santini, Admitting Services
Brenda Santora, The Clubs at Charles River Park
Danielle Santorelli, Nursing
Bernadette Sanz, Nursing
Pavel Sarkisian, Research Space Management Group
Jaydev Sarma, Anesthesia
Carolyn Sax, Pediatric Service
Clemens Scherzer, Neurology
David Schnyer, Radiology
Kathleen Schultz, Nursing
Andrew Schwartz, Respiratory Care Services
Gregory Schwartz, Medicine
Leslie Schwartz, Nursing
Eileen Scondras, Nursing
Diane Scott, Nursing
Tamika Scott, Neurology
Ronald Searles, Chelsea HealthCare Center
Clifford Seeto, The Clubs at Charles River Park
Rhona Seijffers, Anesthesia
Marie Senatus, Nutrition and Food Services
Robert Sennett, Main Operating Room
Joanna Sentissi, Surgery
Eric Severi, Nursing
Kimberly Shaddock, Nursing
Khalid Shah, Radiology
Dorothy Shanahan, Pathology
Harry Shapiro, Medicine
Amita Sharma, Radiology
Patricia Shaughnessy, Professional Billing Office
Elaine Shea, Radiology
Ahmad Sheikh, Surgery
Meaghan Sheils, Transplantation Biology Research Center
David Shein, Medicine
Binzhang Shen, Molecular Biology
Shea Sherrod-Asfaw, President's Office
Helen Shih, Radiation Oncology
Susan Shoemaker, Reading Disabilities Department
Sarah Shulman, Pediatric Service
Daniel Shyne, Environmental Services
Elizabeth Sian, Nursing
Sharon Sibinich, Radiology
Simon Sigalovsky, Radiology
David Sigilai, Hematology/Oncology Unit
Carmen Silva, Cancer Center Infusion Unit
Judith Silva, Nursing
Medaly Silva, Main Operating Room
Michele Silvia, Nursing
Tammy Simeonidis, Pharmacy
Erin Simmons, Emergency Services
Marie Simms, Nursing
Mirela Simon, Neurology
Heidi Simpson, Pediatric Service
Aneesh Singla, Anesthesia
Sumita Sinha, Rheumatology & Allergy Associates
Delores Smith, Clinical Pathology
Eileen Smith, Cancer Center Infusion Unit
Eve Smith, Radiation Oncology
Felicia Smith, Psychiatry
R. Malcolm Smith, Orthopædics
Selena Smith, Voice Disorders Program
Malissa Smithson, Dermatology
Steven, Smullin, Oral & Maxillofacial Surgery
Marshella Sobers, Weight Center
Celestina Soloperto, Pharmacy
Ken Solt, Anesthesia
Jacqueline Somerville, Patient Care Services Administration
Angela Sorge, Nursing
Victor Soria, Psychiatry
Jay Sparks, Police and Security
Anne Spellane, Nursing
Reisa Sperling, Neurology
Teresa Spillane, Psychiatry
David Spinale, Radiology
Alison Squadrito, Physical Therapy Services
Joanne Stagnone, Bulfinch Temporary Services
Denyce Stanton, Nursing
Monica Staples, Nursing
Rebecca Starr, Primary Care Administration

Gregory Stein, Buildings and Grounds
Heather Stein, Medicine
Derek Steinbacher, Oral & Maxillofacial Surgery
Nancy Stella, Internal Medicine
Susan Stengrevics, Cardiology
Michelle Stephan, Psychiatry
Edward Stern, Neurology
Dolores Stewart, Nursing
David Stone, Medicine
Elizabeth Stone, Hematology/Oncology Unit
Valerie Stone, Medicine
Denis Stratford, MGH Institute of Health Professions
Meinrad Straus, Police and Security
Melanie Struzzi, Physical Therapy Services
Joseph Stultz, Microbiology
Amy Stys, Nursing
Raquel Suarez, Chemistry
Daniel Sullivan, Buildings and Grounds
Mary Sullivan, Nursing
Shaw Tae Sullivan, Cardiology
Andrew Sumski, Research Management
Backil Sung, Anesthesia
Craig Surman, Psychiatry
Dominic Surrao, Laboratory of Computer Science
Bernhard Suter, Neurology
Daina Sutton, Executive Registry
Kenneth Sutton, Police and Security
Donna Sweeney, Cardiology
Michelle Sweeney, Radiology
Bryan Sweet, Neurology
Sara Swiatlowski, Nutrition and Food Services
Susan Swick, Psychiatry
Jeffery Tabb, Nutrition and Food Services
Patricia Tabbut, Revere HealthCare Center
Gary Taintor, Transportation Services
Sabiha Talukdar, Preadmission Clinic
Pui Tang, Nursing
Laura Tannenbaum, Nursing
Adozinda Tavares, Nursing
Sandra Tavares, Nursing
Sharon Taylor, Cardiology
Shevan Taylor, Emergency Services
Christopher Tess, Medicine
Karen Teta, Pathology
John Texeira, Emergency Services
Joyce Thayer, Pharmacy
Vivian Theodoracopoulos, Nursing
Elizabeth Thiele, Pediatric Service
Wedstanley Thomas, Parking and Commuter Services
Benjamin Thorn, Clinical Pathology
Shirley Thurston, Radiology
Julie Tiberii, Emergency Services
James Tolle, Medicine
Judy Tomaszczuk, Nursing
Svang Tor, Psychiatry
Gricelle Torres, Bulfinch Temporary Services
Mayra Torres, Chelsea HealthCare Center
Xenia Torres-Rivera, Chelsea HealthCare Center
Martin Torriani, Radiology
Sherri Tramontozzi, Neurology
Christina Triantafyllou, Radiology
Kristen Trites, Nursing
Davide Trotti, Neurology
Amanda Truesdale, Nursing
Katherine Tsatsanis, Psychiatry
Lawrence Tucker, Radiology
Hensley Tulloch, Main Operating Room
Deborah Tung, Oral & Maxillofacial Surgery
Linda Tunis, Professional Billing Office
Maria Turi, Psychiatry
Kerri Tyman, Nursing
A. Aria Tzika, Surgery
Joseph Upton, Surgery
Mark Uva, Pediatric Service
Lelia Uwagboe, Nursing
Shweta Vakil, Blood Transfusion Service
Rosemond Valcimond, MGH Dental Group
Jean Valcin, Buildings and Grounds
Silvia Valdes, Obstetrics and Gynecology Service
Germina Valdez, Professional Billing Office
Paul Valery, Materials Management
Maria Valles, Revere HealthCare Center
Alicia Van Cott, Dermatology
Ekie Vanderhost, Nursing
Fallon Vaughan, Pharmacy
Melvin Velasquez, Environmental Services
Michael Venezia, Molecular Biology
Luvince Vernet, Transportation Services
James Vernon, Surgery
Andrew Veronelli, Buildings and Grounds
Nancy Vieira, Pathology
Paulette Vieira, Nursing
Corinne Vigilante, Nursing
Bertila Villanueva, Main Operating Room
Jennifer Virgil, Radiation Oncology
Luz Visajel, Revere HealthCare Center
Edward Viscione, Buildings and Grounds
Anand Viswanathan, Neurology
James Vitagliano, Office of Student Affairs
Meg Vitter, Managed Care
Amy Wachsmuth, Nursing
Farida Wahed, Radiology
Timothy Wallace, Psychiatry
Stefanie Walsh, Cancer Center Infusion Unit
Stephen Walsh, Medicine
Thomas Walsh, Emergency Services
Jin Wang, Neurology
Ruopeng Wang, Radiology
Shumei Wang, Transplantation Biology Research Center
Lisa Warren, Anesthesia
Aaron Waxman, Medicine
Peter Wayne, MGH Institute of Health Professions
Cornelius Weah, Bulfinch Temporary Services
Matthew Weiss, Medicine
Joselin Wells, Pharmacy
Jessica Welshons, Emergency Services
Karen Wenc, The Clubs at Charles River Park
Michele Wertz, Development
Elizabeth West, Nursing
Sjirk Westra, Radiology
Maryhelen Whelan, North End HealthCare Center
Mathew White, North End HealthCare Center
William White, Biomedical Engineering
Anthony Whittemore, Surgery
David Wilbur, Pathology
Henning Willers, Radiation Oncology
James Williams, Anesthesia
Katie Williams, Surgical Oncology
Sheila Williams, Endocrine Unit
Alberto Wilson, Materials Management
Chad Wilson, Surgery
Natasha Wilson, Nursing
Melissa Winiewicz, Nursing
Tilo Winkler, Anesthesia
Michel Winkler-Gettings, Pharmacy
Jonathan Winograd, Surgery
Suzanne Winship, Nursing
Loren Winters, Gillette Center for Women's Cancers
James Witherspoon, MGH Transportation Services
Earl Wolff, Health Information Services
Waichi Wong, Medicine
Cheryl Woods, Radiation Oncology
Courtney Wrenn, Bulfinch Temporary Services
Genevieve Wright, Nursing
Sean Wu, Medicine
Tong Wu, Infectious Disease Unit
Kevin Wurl, Pharmacy
Lijun Xia, Surgical Oncology
Yin Xia, Medicine
Chuanwei Yang, Medicine
Guang Yang, Dermatology
Hongying Yang, Radiation Oncology
Liang Yap, Neurology
Dolkar Yarchim, Bulfinch Temporary Services
Anna Yaroslavsky, Dermatology
Taniella Yearwood Martinez, Pharmacy
Joanne Yetz-Aldape, Cutaneous Biology Research Center
Maria Yialamas, Medicine
Takakazu Yokokura, Medicine
Albert Yoo, Radiology
Sang-Dong Yoo, Molecular Biology
Julie Young, Massachusetts General West Medical Group
Meixiang Yu, Radiology
Paul Yu, Medicine
Xu Yu, Medicine
Alexander Yurkovetskiy, Radiology
Tracey Zachary, Emergency Services
Deborah Zaitchik, Psychiatry
Deborah Zapolski, Nursing
Edulia Zavaleta, Nursing
Ana Zea, Chelsea HealthCare Center
Hong Zhang, Medicine
Min Zhang, Dermatology
Qin Zhang, Surgery
Xiangwei Zhang, Anesthesia
Zhaoqing Zhang, Molecular Biology
Hui Zhu, Neurology
Michael Zimmer, Medicine
Christopher Zimmerman, Medicine
Rugenia Zimmerman, Bulfinch Temporary Services

MGH HOTLINE

Jeff Davis, senior vice president for Human Resources, left, with MGHers at the AMMP award ceremony.

AMMP scholarships help MGHers realize their dreams

Nine MGH employees were applauded for their extraordinary commitment to education as they received scholarships totaling more than $10,000 at the Association of Multicultural Members of Partners (AMMP) annual scholarship awards ceremony Sept. 14. Each year, AMMP sponsors the scholarship program to assist its members in advancing their career goals by furthering their educations.

Scholarships were awarded in the amounts of $500 and $1,000 and can be used for certificate, undergraduate and graduate level programs. In addition, the Institute of Health Professions provided a three-credit scholarship worth more than $2,000. This year's recipients are Rocella Anderson-Bodden, Linda Belsanti, Ana Cabral, Corinne Castro, Solomon Mugati, Johanna Nieto, Marie Philiossaint, Mythily Srigananathan and Sandra Thomas.

"Supporting the employees who have made such an extraordinary commitment to furthering their educations is just one of the many ways AMMP helps all multicultural members throughout Partners in their professional development efforts," says Helen Witherspoon, the outgoing chairwoman of AMMP.

To learn more about AMMP, visit *www.mgh.harvard.edu/ammp* or e-mail *phsammp@partners.org.*

When it comes to the flu, caring means not sharing

The MGH Occupational Health Service will kickoff its annual flu vaccination campaign Oct. 30 at the Tea Leaves & Coffee Beans Cafe in the WACC. It is recommended that all MGH and Partners HealthCare employees, staff and volunteers be vaccinated. Employees must bring an MGH or Partners ID badge and wear clothing that rolls easily up to the top of the arm. All those who receive a flu shot automatically will be entered into a raffle to win a team-signed New England Revolution soccer ball or jersey. Latex-free vaccines should be available, but those interested should call the Occupational Health Service at (617) 726-2217 prior to attending the clinics noted below.

MGH Main Campus
WACC Tea Leaves & Coffee Beans Café
October 30 through Nov. 3, 7 am to 5 pm

MGH Main Campus
Main Corridor
Nov. 4 and 5
7 am to 5 pm

MGH East/CNY/ One Constitution Center
CNY Building 149, First floor lobby
Nov. 9
8:30 am to 5 pm
and Nov. 16
8:30 am to 1 pm

MGH West
PARC Conference Room, Room 190, Nov. 14
1 to 5 pm

MGH Somerville
Location TBD
Nov. 15
9 to 11:30 am

MGH Medford/RRC
European Conference Room
Nov. 15
12:30 to 3 pm

Schrafft's Center
Assembly Rooms B & C, 5th Floor
November 16
8:30 am to 2 pm

For those unable to attend the clinics, the Occupational Health Service will schedule appointments beginning Nov. 6. Walk-in service also will be offered every Thursday, starting Nov. 9, from 10:30 am to 5 pm at 165 Charles River Plaza, Suite 404.

MGHers can stop the spread of germs this season not only by being vaccinated but also by always covering their mouths and noses when sneezing and coughing and by keeping hands clean by regularly washing with soap and water or using an alcohol-based hand cleanser such as Cal Stat.

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MGH HOTLINE

WHAT'S HAPPENING

PIE dancers needed
Volunteer dancers are needed to participate in the 2006 Partners in Excellence (PIE) Awards video. The filming will take place Oct. 20, from 11:15 am to 12:30 pm, and all dancers will meet in the Warren Lobby to be directed to an outdoor filming location. In the event of rain, the filming will take place in the Yawkey Center, second floor, above the Riverside Café. To participate, e-mail Therese Angela O'Neill at *taoneill@partners.org.* by Oct. 18.

Eldercare discussion group
The MGH Employee Assistance Program (EAP) will host its monthly eldercare discussion group Oct. 17, from noon to 1 pm in the Yawkey Center, Room 10620. Janet T. Loughlin, LICSW, and Barbara Moscowitz, LICSW, will present. For more information, call (617) 726-6976.

"Moving You into Better Fitness"
In honor of National Physical Therapy Month, MGH Physical Therapy Services will host "Moving You into Better Fitness" Oct. 18, from 10 am to 3 pm in the Main Corridor. Physical therapists will be available to discuss general fitness programs and sports-related fitness activities. The event also will feature free golf T-shirts and a golf putting contest. For more information, call Susan Sannella Fleming at (617) 887-3586.

Breastfeeding workshop
The MGH Employee Assistance Program will offer "Nourishing Your Newborn" Oct. 19, from noon to 1 pm in VBK, Room 401 with Germaine Lambergs, an MGH lactation consultant. The presentation also will include a tour of the MGH Mother's Corner. For more information, call (617) 726-6976.

Grant writing course
The MGH Clinical Research Program is offering "Writing Your First Investigator Initiated NIH Grant as a Young Investigator" Nov. 8 and 15, from 4 to 5:30 pm in the Simches Center, Room 3110. To register, visit *hub.partners.org.* For more information, contact Lulie Ebaugh at *lebaugh@partners.org* or (617) 724-2900.

Domestic violence presentation
In recognition of Domestic Violence Awareness Month, the MGH Domestic Violence Working Group will offer "Triumph • To Achieve Victory, to Survive" Oct. 20, from 11:45 am to 1 pm. MGH staff will read anonymous writings from survivors of partner abuse, as well as from family members, friends and supporters. For more information, contact Bonnie Zimmer at *bzimmer@partners.org.*

Dermatology Laser and Cosmetic Center open house
MGH Dermatology will host an open house for its new Laser and Cosmetic Center Oct. 19, from noon to 1 pm at 50 Staniford St., Suite 250. All attendees will receive a 20 percent discount on their first treatment. For more information, call (617) 724-6960 or visit *www.massgeneral.org/cosmetic.*

Domestic violence information table
MGH Men Against Abuse will host a domestic violence information table Oct. 20, from 7 to 9 am in the Main Corridor. Group members will provide information about the dynamics of domestic violence.

Senior HealthWISE lecture series
The MGH Senior HealthWISE lecture series will offer "Understanding Your Lab Results" Oct. 19, from 11 am to noon in the Haber Conference Room. Cheryl Wall, RN, BSN, will present. For more information, call (617) 724-6756.

Pancreatic Cancer Research Walk
The MGH Department of Surgery is sponsoring an MGH team to participate in the Pancreatic Cancer Research Walk to benefit the Lustgarten Foundation for Pancreatic Cancer Research. The walk will take place Oct. 15 at Carson Beach in South Boston. For more information or to register to walk with the MGH group, visit *bostonpancreaticcancerwalk.kintera.org.*

IN GENERAL

Barbara Roberge, RN, PhD, principle investigator, and **Ellen Mahoney, RN, DNS,** co-investigator, recently were awarded a grant by the Robert Wood Johnson Foundation for their research project "The MGH Nursing Ambulatory to Hospitals Transitions (NAHT)" program. The goal of the NAHT program is to test the impact of identifying and communicating a pre-hospital preventive patient risk profile on nurse-sensitive quality outcomes for hospitalized older adults.

May Pian-Smith, MD, co-chief of Obstetric Anesthesia at the MGH, recently was elected chair of the Joint Committee on the Status of Women (JCSW) at Harvard Medical School (HMS) and the Harvard School of Dental Medicine (HSDM). The JCSW was formed to facilitate and enhance the contributions of women at HMS and HSDM by expanding and improving opportunities for advancement.

The *Boston Business Journal* recently recognized three MGH employees as "Champions in Health Care" for their far-reaching contributions to patient care, the community and medicine. These employees are **Karen Holland, RN,** of Emergency Services; **James Luisi,** chief executive officer of the North End Community Health Center; and **Larry Ronan, MD,** of the Department of Medicine and director of the Thomas Durant, MD, Fellowship in Refugee Medicine.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office, 50 Staniford Street, Suite 830 Boston, MA 02114.
www.massgeneral.org/news/
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October 20, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Ether Day marks MGH milestones

On Oct. 16, 1846, the practice of medicine changed forever when Boston dentist William T.G. Morton successfully demonstrated the use of ether during a surgical procedure on patient Gilbert Abbott. Using a specially designed glass inhaler containing an ether-soaked sponge, Morton rendered the patient unconscious, allowing MGH co-founder John Collins Warren, MD, to remove a vascular tumor from the patient's jaw in the first ever pain-free surgical procedure. Today, this milestone is celebrated in a longstanding MGH tradition – Ether Day.

For the past 61 years, the MGH has selected a day in October, the Friday closest to the anniversary of that historic surgery, to honor and recognize MGH employees and staff for their dedication, commitment and length of service to the hospital. This year's celebration, held Oct. 13 under the Bulfinch Tent, honored the 2,747 employees who have worked at the hospital for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50 and 60 years. It also marked the 160th anniversary of the first surgery using ether.

"We are gathered here to celebrate the hard work that all our physicians, nurses,

(*Continued on page 2*)

United Way kickoff is gearing up

MGHers are invited to attend the United Way kickoff under the Bulfinch Tent Oct. 27, from 11:30 am to 1 pm to celebrate this year's theme "Think locally … Give locally …" All those who attend the party will have the chance to win a door prize such as a DVD player or two tickets to the Nov. 12 New England Patriots versus New York Jets football game.

"We have planned a wonderful, harvest-themed event to kickoff this year's United Way campaign at the MGH," says Patricia Sheehan, manager for Human Resources and United Way co-chair. "Employees are invited to enjoy great food, music and seasonal decorations. The Bulfinch Tent will be decorated with bales of hay, corn stalks, pumpkins and this year's United Way poster campaign, featuring MGH staff and employees."

All those who attend the event will have the opportunity to enter a raffle to win a pumpkin hand-decorated by a member of the MGH administration. Those who submit a United Way pledge card or make a donation of at least one dollar will receive a bag of candy that may include a prize such as a restaurant gift certificate or a coupon for an office pizza party. MGHers who return their pledge cards by noon Nov. 3 will qualify for the grand prize drawing Nov. 6 for the chance to win a 50-inch plasma HDTV or an autographed Richard Seymour New England Patriots jersey. Pledge cards can be submitted at the event or at any of the United Way drop boxes located throughout the hospital.

IS team donates bonuses to the MGH

Winston Churchill said, "We make a living by what we get. We make a life by what we give." The MGH/MGPO team of Partners Information Systems (IS) may have taken this sentiment to heart when the group decided to donate their MGH-awarded 2005 bonuses back to the hospital's Pediatric Proton Radiation Therapy Group. The generous donation totaled $48,000 and made possible the purchase of new equipment for the proton beam machine, as well as toys for the pediatric waiting room at the Frances H. Burr Proton Therapy Center.

"This incredible donation from the MGH/MGPO IS team allowed us to purchase a unique piece of equipment called a lathe," says Nancy J. Tarbell, MD, of MGH Radiation Oncology. "This apparatus produces custom-shaped brass beams that are used to treat tumors of any shape in the body. Each patient requires a unique shape that is individually made. The MGH Radiation Oncology Machine Shop typically creates these pieces manually, which is both costly and time-consuming. The new lathe is computer-controlled and enables the machinist to produce these parts more quickly and accurately, streamlining the process and allowing patients to start treatment sooner. The equipment makes it possible to increase the number of children we can treat with proton radiation therapy. We were all deeply touched by this generous gift from the IS team."

"The MGH/MGPO IS group decided as a team to give back to the MGH to support the hospital in a meaningful way," says James Noga, MGH chief information officer. "Our success as an IS group is due to the success of the MGH as a whole. We were pleased that the donation would benefit patients and help them to receive the care they need."

–*Ether Day*

(Continued from page 1)

support staff and administrators perform each day that makes the MGH an exceptional place to work," said Peter L. Slavin, MD, president of the MGH. "Your steadfast commitment to the MGH's mission of providing first-rate clinical care, conducting groundbreaking research and educating medical professionals has made our hospital one of the best in the world. It is a privilege to be part of the MGH family." The program was emceed by Jeff Davis, senior vice president for Human Resources, and included remarks from Edward Lawrence, chairman of the MGH Board of Trustees, and David Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization and a 25-year honoree.

The popular Ether Day dancers made a return appearance, performing numbers set to songs that were hits during the years that the honorees first began their careers at the MGH. The tribute featured lively dances to songs ranging from "Heartbreak Hotel" by Elvis Presley (1956) to "Macarena" by Los Del Rio (1996).

In memoriam: Janet W. McArthur, MD, ScD

Janet W. McArthur, MD, ScD, a longtime member of the MGH, died Oct. 6 at age 92. McArthur first joined the MGH in 1943 after receiving h medical degree from Northwestern University Medical School. She was appointed an instructor of Pediatrics at Harvard Medical School (HMS) in 1950 and later became professor of Obstetrics and Gynecology, making her the first woman from the MGH to be named a full professor at HMS.

During her long career at the Vincent Service, McArthur made several important contributions to endocrine research, including the development of a procedure to measure pituitary lutenizing hormone (LH), which triggers ovulation in women. McArthur's novel technique led to the discovery that women in menopause have higher levels of LH and another hormone called follicle-stimulating hormone than those in their childbearing years. McArthur also found that LH abnormalities were characteristic in women with polycystic ovary syndrome. Other research findings of McArthur's include the importance of cervical mucus in transporting sperm into the uterus and Fallopian tubes for fertilization and the effects of diet, stress and athletic exertion on the menstrual cycle.

From 1963 to 1967, McArthur served on the subcommittee for the Standards of Pituitary Hormone Distribution Committee of the Endocrinology Study Section of the National Institute of Arthritis and Metabolic Disease. She wrote 68 papers about women's health and endocrine research throughout her career.

"Dr. McArthur was and remains an icon in the field of women's health," says Isaac Schiff, MD, chief of the MGH Vincent Obstetrics and Gynecology Service. "She revolutionized the field and made it easier for all of us who have followed in her footsteps. Anyone in the women's health profession would be privileged to have known and worked with her."

Madsen, left, with the Austens

Madsen named Austen Distinguished Scholar in Cardiac Surgery

Joren Madsen, MD, DPhil, of the MGH Department of Cardiac Surgery, recently was named the inaugural W. Gerald and Patricia R. Austen Distinguished Scholar in Cardiac Surgery. The award was est[illegible]ed by the Austens to provide funding for research and educ[illegible]on in cardiac surgery at the MGH. "My wife, Patty, and I have had a longstanding interest in and friendship with the MGH Cardiac Surgical Group," says Austen, an honorary trustee of the MGH and the Massachusetts General Physicians Organization and a former chief of MGH Surgical Services. "It has been one of our major hopes that we could in some way support the scholarly efforts of this outstanding division."

Madsen is a highly-regarded authority in the fields of cardiac surgery and transplantation. In addition to his clinical surgical duties, Madsen's research interests focus on the use of molecular and cellular techniques to study transplant tolerance and chronic rejection of organ grafts. The goal of his work is to improve the survival rate of donor organs that do not genetically match the recipient and to increase the donor pool through xenotransplantation, the transplantation of organs, tissues or cells between species.

"The Austen name is synonymous with excellence, and therefore it is a very special honor to have my name associated with theirs," says Madsen. "Dr. and Mrs. Austen have touched the lives of so many surgeons. I am incredibly lucky to have this honor bestowed upon me."

Andrew L. Warshaw, MD, MGH surgeon-in-chief, and Gus Vlahakes, MD, chief of the Cardiac Surgery Division, led the selection process for the award. "Dr. Madsen provided an optimal fit for the concept of this new award: A mid-career surgeon/scientist wh[illegible]uld benefit from both the recognition and financial support to facilitate research progress," says Warshaw. Adds Austen, "My wife and I are absolutely thrilled that Dr. Madsen was chosen as the first incumbent for this award."

In memoriam: Hermes C. Grillo, MD

Hermes C. Grillo, MD, a world-renowned thoracic surgeon and beloved member of the MGH community, died Oct. 14 at the age of 83.

A pioneer in his field, Grillo is widely considered to be the father of modern tracheal surgery, and his 2004 textbook, *Surgery of the Trachea and Bronchi*, is thought by many to be the authoritative work in the field. Grillo's practice was built upon caring for some of the most critically ill of patients, and he saved the lives of many whom no other surgeon could help. Many of the revolutionary surgical techniques he developed during his career at the hospital are an integral part of the reason that the MGH today enjoys a reputation as a world-renowned center for thoracic surgery.

As a dedicated educator, Grillo inspired generations of medical students with his expert guidance, wisdom, experience and enthusiasm. In 2002, the Hermes C. Grillo Professorship in Thoracic Surgery at the MGH and Harvard Medical School (HMS) was established. Douglas Mathisen, MD, who succeeded Grillo as chief of the MGH Division of Thoracic Surgery, was named its first incumbent.

"Dr. Grillo was my inspiration to pursue a career in thoracic surgery," says Mathisen. "He was my mentor, colleague and a great friend. People traveled from around the world to talk with him for just a few hours of one day, and I got to do that every working day for more than 25 years. He was so much more than just a great surgeon. He will be truly missed by us all."

Adds Andrew L. Warshaw, MD, surgeon-in-chief, "Dr. Grillo was a leader at the MGH for nearly 60 years. He was a mentor to those who shared his interest in the surgery of the airway and a devoted teacher who continued to participate in and contribute to surgical education. His interest in history enlightened his message to all of us. Above all, he was our friend and he will be greatly missed."

Grillo joined the MGH in 1947 after receiving his undergraduate degree *summa cum laude* from Brown University and his medical degree from HMS. He began his training in general and thoracic surgery and then joined the Navy, serving with the 1st Marine Division during the Korean War. Following a year at a naval hospital in New York, he returned to Boston, where he completed his training and joined the staff of the MGH. In 1969, he was appointed the first chief of the MGH Division of Thoracic Surgery, a position he held until 1994. He also was a professor of Surgery at HMS.

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MGH HOTLINE

WHAT'S HAPPENING

Smoking cessation program
The MGH Tobacco Treatment Service is offering a seven-week smoking cessation program that will meet Wednesdays, beginning Nov. 1 at 5:30 pm. The program will include information about preparing to quit, coping with stress without cigarettes and preventing weight gain. Low-cost nicotine patches and gum will be available with written approval from a primary care physician. For more information, including meeting location, contact Karen Silva at (617) 726-7443.

Free flu clinics for seniors
MGH Senior HealthWISE will offer free flu clinics for seniors Oct. 23, from 1:30 to 2:30 pm at the West End Branch Library and Oct. 25, from 1:30 to 2:30 pm at the West End Civic Association Community Room at One Emerson Place. The clinics are restricted to seniors age 60 years or older. Registration is required. Participants should call (617) 724-6756 to ensure vaccines are available and to register.

Senior HealthWISE events
MGH Senior HealthWISE will offer a "Fall into Fitness" exercise class Oct. 26, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served. The Senior HealthWISE film series also will host a screening of "An Inconvenient Truth" Oct. 30, from 1 to 3:30 pm in the Haber Conference Room. Registration is required for both events. For more information or to register, call (617) 724-6756.

Pastoral Care Week
In honor of Pastoral Care Week, MGH Chaplaincy will host an information table Oct. 24, from 11 am to 1 pm in the Main Corridor. All MGH employees, patients, families and visitors also are invited to attend a Blessing of the Hands service Oct. 26 in the MGH Chapel on Ellison 1. Services will be held from 6:30 to 8 am, 11:30 am to 1 pm and 3 to 5 pm.

Respiratory care information table
In honor of Respiratory Care Week, MGH Respiratory Care Services will host an information table Oct. 25, from 9 am to 4 pm in the Main Corridor. Staff will be available to share information about Respiratory Care Services and answer questions.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office, 50 Staniford Street, Suite 830 Boston, MA 02114.
www.massgeneral.org/news/
***MGH Hotline* is published weekly by the MGH Public Affairs Office.**
(617) 726-2206

Memory in older adults education program
The MGH Department of Psychiatry is offering "Mood and Memory in Older Adults: Advances in Diagnosis and Treatment," Nov. 4, from 9 am to 4 pm for adults in their 60s, 70s and older and their families, friends and caregivers. It is free and open to the public. Pre-registration is required. For more information, including location, or to register, call (617) 724-8318 or visit *ww.moodandanxiety.org.*

***Working Mother* magazine award celebration**
To celebrate the MGH's designation by *Working Mother* magazine as one of the top 100 organizations in the country that support working mothers, all MGH employees are invited to join their colleagues who are working mothers at a reception Nov. 1, from 2 to 4 pm in the WACC Lobby. The event will feature guest speakers Peter L. Slavin, MD, president of the MGH; Sally Mason Boemer, vice president for Finance and a working mother; and Mary Ellen Heike, RN, staff specialist for women's health. For more information or to see group photos of MGH working mothers, visit *www.massgeneral.org/workingmothers.*

Human and Hound Blood Drive
The MGH Blood Donor Center and the Massachusetts Society for the Prevention of Cruelty to Animals (MSPCA)-Angell are teaming up to host a "Human and Hound Blood Drive" Nov. 4, from 8 am to 2 pm at the Angell Animal Medical Center at 350 South Huntington Ave., Jamaica Plain. The drive will help meet the blood supply needs at the MGH and the MSPCA. For information about requirements for human blood donors, call the MGH Blood Donor Center at (617) 726-8177 or visit *www.massgeneral.org/blooddonor.* For more information about requirements for dog donors, visit *www.mspca.org/blooddonor.* All dogs must have an appointment to donate. To schedule an appointment, call (617) 989-1504 or e-mail *angellblooddonor@mspca.org.*

Second annual Fredric and Alba Frigoletto Lecture
As part of the Vincent Obstetrics and Gynecology Service Fall Symposium, the second annual Fredric and Alba Frigoletto Lecture will be held Oct. 28, from 8 am to noon in the Ether Dome. Check-in will begin at 7:30 am. The program will include topics such as regenerative medicine in female reproduction, the effects of obesity and the medical economics of health. Michael Mennuti, MD, immediate past president of the American College of Obstetricians and Gynecologists, will present. CMEs are available. Registration is required. For more information or to register, contact Suzy McGrail at (617) 724-7884 or *smcgrail@partners.org.*

Pediatric Memorial Service
The MGH Comfort and Support After Loss Team will host the 15th annual Pediatric Memorial Service Nov. 5, from 2 to 4 pm in the O'Keeffe Auditorium. Following the service, a reception will be held in the East Garden Room. For more information, contact Fredda Zuckerman at (617) 724-3177 or Kathryn Beauchamp at (617) 724-3888.

October 27, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH blue card changes

The MGH patient blue cards now will include some changes. The blue cards are primarily used to communicate the patient's medical record number. In order to support privacy initiatives and to ensure accurate and current medical record information, the new cards will not include the patient address and primary care physician. All other information will remain the same.

Updated blue cards will be phased in as new patients register and existing patients make updates to their registration information. Patients are not required to replace their old cards with the newer version, however, new blue cards can be ordered by calling the Registration and Referral Center at (866) 211-6688 or by visiting Patient Registration in the WACC, first floor, Fenlon Financial Services in Yawkey, second floor, or the Registration office at any MGH health care center.

For more information, contact Kristine Lania at (617) 724-5745.

From left: Fishman, Jeremiah Cosimi, MD, chief of the MGH Transplant Unit; Madsen; and Andrew L. Warshaw, MD, MGH surgeon-in-chief

Madsen named director of MGH Transplant Center

The MGH Transplant Center embarks on an exciting era with the recent announcement that Joren Madsen, MD, DPhil, will lead the center in the newly created position of director. His appointment comes as the Transplant Center works toward a new vision: to create a multidisciplinary transplantation center that advances the integration of basic and translational research, education and patient care; to advance the center's reputation as a leader in innovation and academic and clinical excellence; and to cultivate a comprehensive approach to the clinical, scientific and social needs of patients with end-stage organ failure.

In his new role, Madsen will be responsible for guiding the center as it develops and integrates this vision. He will work closely with Jay Fishman, MD, chief of the MGH Transplant Infectious Disease Program, who has been appointed associate director of the center.

"The MGH has been a leader in the field of transplantation for a long time, and I am proud to be given the opportunity to build upon that tradition," says Madsen. "I look forward to the challenge of leading the center with Dr. Fishman as we expand and develop the clinical and scientific transplant programs at the MGH."

Madsen and Fishman were selected by the multidisciplinary Transplant Center Task Force, which was led by David Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization.

"The MGH Transplant Center has a long history of innovation and achievement in clinical, research and teaching activities," says Peter L. Slavin, MD, president of the MGH. "In this new role, Dr. Madsen will be responsible for coordinating, with organ-specific program and departmental leadership, the various aspects of our current Transplant Center to build upon our existing strong clinical, research and educational foundations. We are excited about the potential to make this already successful enterprise truly extraordinary and are confident that Drs. Madsen and Fishman's intimate knowledge of MGH transplantation, their clinical and research excellence in the field and their strong working relationships both within and outside of the MGH make them uniquely qualified to effectively lead this exciting transition."

Employee benefits open enrollment begins

This year's open enrollment period during which employees may make changes to their benefits selections begins Oct. 30 and ends Nov. 19. Changes and additions made during this period will take effect in January. Open enrollment packages, which include the MGH open enrollment newsletter, personal benefit summaries and medical plan comparison charts, were mailed to employees' homes this week.

The preferred method of enrollment is through eBenefits, which is a component of PeopleSoft's Employee Self Service (ESS) module, located at *ibridge.partners.org/psp/epsc/ess*. Employees also can enroll by calling (800) 545-2669 using a touch-tone phone and following the prompts. For more information about open enrollment, e-mail the Benefits Department at *ibenefits@partners.org*, call the Benefits Office at (617) 726-8133 or visit one of the Human Resources Offices at White 14, 75 Blossom Court, CNY 149 or the Employee Access Center at Clinics 717. Professional staff can contact the MGPO Professional Staff Benefits Office at (617) 726-8766 or (617) 724-9356.

MGHers are invited to stop by information sessions called Benefairs and Quickstops to ask questions about various benefit programs. Below is the schedule.

Benefair, Nov. 1
9 to 11 am
Thier Conference Room

Benefair, Nov. 2
1 to 3 pm
CNY, Building 149, West Lobby

Quickstop, Nov. 2
1:30 to 3:30 pm
Mass General West

Quickstop, Nov. 2
2 to 3:30 pm
MGH Charlestown

Quickstop, Nov. 2
4 to 5 pm
MGH Weston

Quickstop, Nov. 3
9:30 am to 12:30 pm
Registration and Referral Center, Medford

Quickstop, Nov. 4
Noon to 2 pm
Eat Street Café, near stairs

Benefair, Nov. 6
Noon to 2 pm
Schrafft Center

Quickstop, Nov. 7
7 to 9:30 am
Eat Street Café, near stairs

Quickstop, Nov. 7
11 am to 12:30 pm
MGH Chelsea

Quickstop, Nov. 7
1 to 2:30 pm
North End Community HealthCare Center

Quickstop, Nov. 8
2 to 3:30 pm
Simches Research Center, 3rd floor

Quickstop, Nov. 13
10 to 11:30 am
MGH/PHS Somerville, Suite 240, Room 247

Benefair, Nov. 15
10:30 am to 12:30 pm
CNY Building 149, West Lobby

Osborne, left, and Hernandez

Midwifery at the MGH

At the MGH, welcoming new babies into the world is a team effort. Along with the physicians, nurses and other staff members who work together to ensure safe deliveries, there also is another vital member of the Obstetrics team – the nurse midwife. These dedicated health care practitioners provide care throughout a woman's pregnancy, labor and delivery, and first few weeks postpartum with the ultimate goal of ensuring that each mother has the birth experience she hopes for and that best meets her individual needs.

Nurse midwives have been an integral part of the Vincent Obstetrics and Gynecology Service since its inception in 1994. They see patients at both the MGH main campus and at many of the health centers. The majority of patients admitted to the Labor and Delivery Unit on Blake 14 meet with a nurse midwife at least once for triage, and nearly one-third of the babies born at the MGH each year are delivered solely by a midwife.

Susan Hernandez, CNM, and Cara Osborne, CNM, are two of the 15 nurse midwives currently on staff at the MGH. Both were initially attracted to the profession because of its emphasis on meeting the specific needs of each patient. "I worked with midwives at my first job," says Hernandez. "I liked the way they interacted with the women they cared for and was impressed by their approach to clinical situations. Their focus was on patient empowerment, teaching and wellness." Says Osborne, "I became a midwife as a way to help women learn to take charge of their own health and well-being. I enjoy supporting women as they explore their needs and celebrate the births of their babies."

Nurse midwives must undergo rigorous training to prepare for their roles – all nurse midwives are registered nurses who have completed additional midwifery programs. Like nearly all of the MGH nurse midwives, both Hernandez and Osborne have advanced degrees, and Osborne currently is enrolled in a doctoral program in Maternal and Child Health at the Harvard School of Public Health.

Both Hernandez and Osborne agree that working with women of different ethnicities and nationalities is one of the most rewarding aspects of their jobs. "I truly enjoy working with a diverse patient population," says Osborne. Adds Hernandez, "The best part of my job is that I get to attend the deliveries of babies from women from all over the world. At the Chelsea HealthCare Center, most of my patients are from Central and South America, but I also care for women from the Middle East, Africa and Asia. It's fun, interesting and challenging to attend their births."

For more information about midwifery services at the MGH, visit *www.massgeneral.org/vincent.* ●

MGH HOTLINE

Raising awareness about domestic violence

In recognition of National Domestic Violence Awareness Month, the MGH Domestic Violence Working Group (DVWG), the Partners Employee Assistance Program (EAP) and MGH Men Against Abuse joined forces to offer a series of educational events throughout October.

The month began with a presentation on teenagers and relationships led by Donna Kausek, LMHC, an EAP domestic violence specialist, and Patti Rosell, MSW, LICSW, a HAVEN advocate. Parents learned how to help their children navigate the dating years and heard about practical strategies to teach their teens about healthy relationships.

On Oct. 11, MGHers attended a screening of the groundbreaking film "Something My Father Would Do: Overcoming Legacies of Family Violence" created by the Family Violence Prevention Fund (FVPF). The film featured the life stories of men who had witnessed or experienced abuse as children, and was followed by a group discussion led by Lonna Davis of the FVPF.

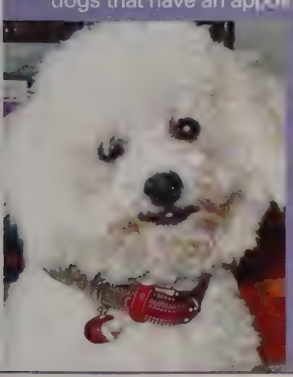
The month's activities concluded Oct. 20 with the moving presentation "Tri•umph: To Achieve Victory, to Survive," where MGH employees read anonymous, first-person accounts, stories and poems from survivors of intimate partner abuse and their families, friends and supporters.

"The MGH has dedicated itself to improving our health care response to survivors of domestic violence," says Bonnie Zimmer, MSW, HAVEN program director and chair of the DVWG. "During this month, the MGH joined other organizations across the nation to help shed light on this significant social problem that often has devastating public health consequences." ●

MGH and MSPCA-Angell team up for Human and Hound Blood Drive

Whether for emergency surgery or cancer treatments, people and pets need safe blood supplies. The MGH and MSPCA-Angell Memorial Animal Medical Center are joining together to help meet this critical demand at the first Human & Hound Blood Drive which will be held Nov. 4 from 8 am to 2 pm at the Angell Animal Medical Center in Jamaica Plain.

This unique event will allow people to donate at the MGH Bloodmobile which will be parked on-site at the animal hospital. At the same time, healthy dogs that have an appointment and meet several health requirements can give blood through the Angell Blood Donor Program.



For more information about dog blood donor requirements or to schedule an appointment, call the Angell Animal Medical Center at (617) 989-1504 or e-mail angellblooddonor@mspca.org.

To schedule a human blood donor appointment at the MGH Bloodmobile or Donor Center, call (617) 726-8177 or visit www.massgeneral.org/blooddonor/. Walk-ins also are welcome.

In memoriam: John Remensnyder, MD

John Remensnyder, MD, a surgeon who served in various leadership roles at the MGH and Shriners Burns Hospital, died Oct. 14 at the age of 75 after a lengthy illness. Remensnyder held several posts at the MGH, including chief of the MGH Division of Plastic and Reconstructive Surgery, director of the MGH Operating Rooms and chief of staff at Shriners.

As chief of Plastic and Reconstructive Surgery, Remensnyder focused a great deal of attention on the care of disfigured children, particularly those with severe burns. In the late 1980s, he led two Project HOPE-sponsored missions to Russia, one to treat nearly two dozen children burned in a liquefied gas explosion and another to bring back a group of children who had suffered severe injuries from a devastating earthquake in Armenia. These visits led him to become a visiting plastic surgeon for a year at Children's Hospital Number 9, one of the largest hospitals in the Moscow area.

As director of the MGH Operating Rooms, Remensnyder brought business discipline to the complicated issue of scheduling. He was interested in all surgical specialties, grasped the nuances of each field, spoke eloquently about each and advocated for specific needs.

A native of Plainfield, N.J., Remensnyder graduated from Wesleyan University and received his medical degree from Harvard Medical School. He was a surgical resident at the MGH and then went to Johns Hopkins University for his residency in Plastic Surgery. He was a member of the senior research staff at the Laboratory of Cardiovascular Physiology at the National Heart Institute, now the National Heart, Lung and Blood Institute. He served as chief of Plastic and Reconstructive Surgery at the MGH from 1973 to 1982, and became chief of staff at Shriners from 1980 to 1990. In 1991, he was named director of the Operating Rooms at the MGH, serving in this role until 1996. He retired in 2001.

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MGH HOTLINE

15th annual Pediatric Memorial Service

The MGH Comfort and Support After Loss Team will hold the 15th annual Pediatric Memorial Service Nov. 5, from 2 to 4 pm in the O'Keeffe Auditorium. A reception will be held in the East Garden Room following the service. For more information, call Fredda Zuckerman at (617) 724-3177 or Kathryn Beauchamp at (617) 724-3888.

Patient education workshop

The MGH Patient Education will host "The Essence of Patient Education" Nov. 13, from 8 am to noon in the Thier Conference Room. The interactive workshop will be led by Fran London, RN, a nationally-recognized expert in patient education. For more information or to register, call (617) 726-3111.

Working Mother magazine award celebration

To celebrate the MGH's designation by *Working Mother* magazine as one of the top 100 organizations in the country that support working mothers, all MGH employees are invited to join their colleagues who are working mothers at a special reception Nov. 1, from 2 to 4 pm in the WACC Lobby. The event will feature guest speakers Peter L. Slavin, MD, president of the MGH; Sally Mason Boemer, vice president for Finance and a working mother; and Mary Ellen Heike, RN, staff specialist for women's health. Hors d'oeuvres and beverages will be served. For more information or to see group photos of MGH working mothers, visit *www.massgeneral.org/workingmothers.*

Flu clinic for seniors

MGH Senior HealthWISE will offer a free flu clinic for seniors Nov. 6, from 1:30 to 3 pm at the Hill House, 127 Mt. Vernon St. The clinic is restricted to seniors age 60 years or older. For more information, call (617) 724-6756.

Smoking cessation program

The MGH Tobacco Treatment Service is offering a seven-week smoking cessation program that will meet Wednesdays, beginning Nov. 1 at 5:30 pm. The program will include information about preparing to quit, coping with stress without cigarettes and preventing weight gain. Low-cost nicotine patches and gum will be available with written approval from a primary care physician. For more information, including meeting location, contact Karen Silva at (617) 726-7443.

Working and breastfeeding presentation

The MGH Employee Assistance Program (EAP) will offer a working and breastfeeding presentation Nov. 9, from noon to 1 pm in VBK, Room 401. Germaine Lambergs, an MGH lactation consultant, will discuss how to use breast pumps, reverse feeding, and problem identification and resolution. The program will include a tour of the MGH Mother's Corner. For more information, call (617) 726-6976.

IHP information session

The MGH Institute of Health Professions (IHP) will host an information session Nov. 11, from 10 am to noon at CNY. Staff will be available to discuss and answer questions about the admissions process, financial aid, student life and application deadlines. For more information, visit *www.mghihp.edu/admissions/infosessions.html.*

Senior HealthWISE aerobics class

MGH Senior HealthWISE will offer a one-hour "Fall into Fitness" aerobics class Nov. 9, from 11 am to 1 pm at The Clubs at Charles River Park. Lunch will be served. Registration is required. For more information or to register, call (617) 724-6756.

Wellman Center lecture

The Wellman Center for Photomedicine will host "Veni, Vidi, Vici: The Light Approach to Esophageal Neoplasia" Oct. 31, from 2:15 to 3:15 pm in the Thier Conference Room. A reception will begin at 2 pm. Laurence Lovat, MBBS, PhD, FRCP, of the North London Cancer Network and the University College London's National Medical Laser Centre, will present. For more information, e-mail Nicole DeVoe at *ndevoe@partners.org.*

Mammography technologist open house

A career open house for mammography technologists will be held Nov. 9, from 5 to 8 pm at the Avon Breast Imaging Center in the WACC, second floor. The open house will include on-site interviews, a tour of the center and a presentation by Elizabeth Rafferty, MD, of MGH Radiology. Full-time, part-time and flexible schedules are available. To register, e-mail *mneri@partners.org.* For more information, visit *www.mghcareers.org.*

Informed consent lecture

The MGH Clinical Research Program is sponsoring "Communicating Risk: Psychological Barriers to True Informed Consent" Nov. 29, from 4 to 5 pm in the O'Keeffe Auditorium. The presentation will cover the psychology of why some risks are more frightening than others and ways to discuss these risks with people so that they are able to make informed choices. The lecture qualifies for AMA Category 1 and Risk Management credits for investigators and 1.2 contact hours of nursing continuing education credit. To register, visit *hub.partners.org.* For more information, contact Lulie Ebaugh at *lebaugh@partners.org* or (617) 724-2900.

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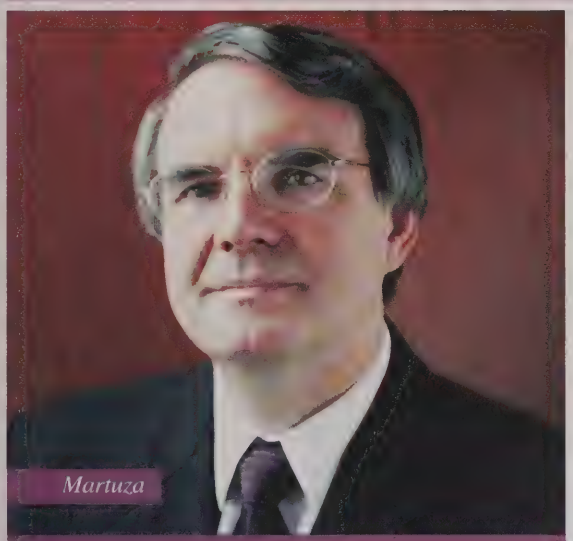
November 3, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



Martuza

Martuza elected to IOM

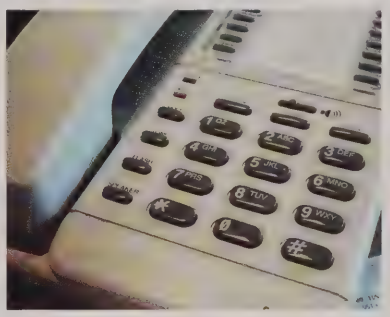
Robert Martuza, MD, FACS, chief of MGH Neurosurgery and director of the Stephen E. and Catherine Pappas Center for Neuro-Oncology at the MGH, recently was elected to the prestigious Institute of Medicine (IOM), a part of the National Academy of Sciences. The IOM serves in an advisory role on issues of national importance in the fields of biomedical science, medicine and health and provides unbiased, evidence-based information to policymakers, professionals, leaders in society and the general public. Each year, 65 new members are elected to the IOM on the basis of their professional achievement and commitment to service.

Martuza is a renowned leader in the field of cancer research. His early work focused on the possibility that viruses could be genetically engineered to selectively replicate in cancer cells. This launched the study of oncolytic viruses, which are now studied in laboratories and cancer clinics around the world. Martuza's work with genetically engineered viruses also has been incorporated into clinical trials for malignant brain tumor therapies. Currently, his clinical interests focus on surgery for nervous system tumors – particularly acoustic neuromas, meningiomas, gliomas and the neurofibromatoses.

Internal Medicine Associates: Learning from Toyota

As part of the MGH strategic plan, the hospital is piloting a process improvement strategy developed by automobile manufacturer Toyota. A key component of the Toyota Production System involves employees noticing what makes their work difficult and collaborating towards a solution. Often the answer involves many small changes that cooperatively improve workflow. Recently, the staff of the Internal Medicine Associates (IMA), an MGH primary care practice, used the approach to improve its process for handling telephone messages.

IMA secretaries collectively take up to 1,000 telephone messages a day. Prior to the process improvement initiative, practice secretaries used a "free-form" approach, collecting whatever information each judged to be necessary and writing the message out by hand. Many of the notes required reworking because they were illegible, lacked information or were relayed to the wrong person in the practice. Each message required approximately five minutes to take. Responses to patients often were delayed, and secretaries were occupied with the time-consuming task.



IMA secretaries collectively take up to 1,000 telephone messages a day. Prior to the process improvement initiative, practice secretaries used a "free-form" approach, collecting whatever information each judged to be necessary and writing the message out by hand.

To address the issue, a small team of IMA staff, including secretaries, nurses and a physician, collaborated to improve the process. The team designed a prototype form that prompts the message taker to collect pertinent information by checking boxes on the form. Once in use, edits were made to the first version based upon feedback from the secretaries. Each revision improved and streamlined the message-taking process.

"I spent a lot of time on the telephone handling calls," says Tracy O'Neill, IMA secretary. "This took my attention away from other responsibilities that needed to be addressed here in our busy office. I like this new form. It has definitely simplified our work day."

Using the new message form, secretaries have been able to take messages more quickly and easily. Notes no longer lack information, and the time to take a message has been reduced by two minutes per call. Saving two minutes on each of the 1,000 messages per day has freed the equivalent of four staff members to attend to other work.

Look for more process improvement success stories in future issues of *MGH Hotline.* For more information, call Sally Iles at (617) 726-8283.

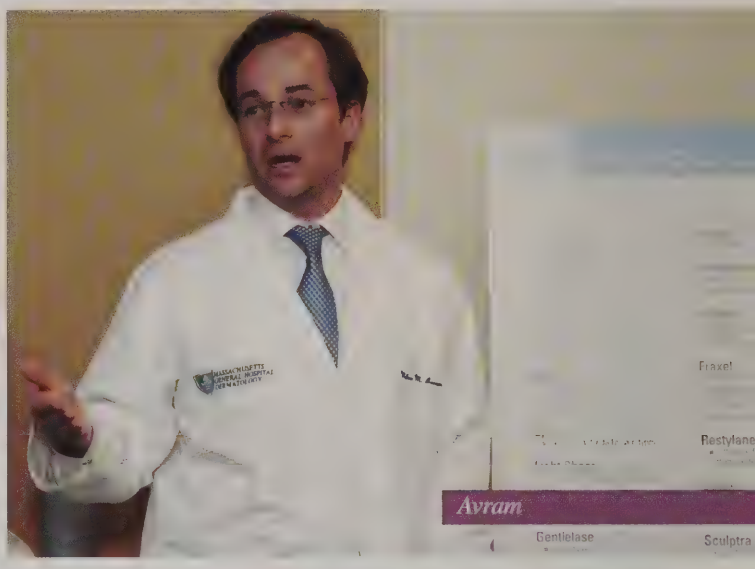
Expanded space for Dermatology Laser and Cosmetic Center

Following a yearlong expansion process, the MGH Dermatology Laser and Cosmetic Center (DLCC) has moved to a new, state-of-the-art suite located at 50 Staniford St., Suite 250. The space was showcased to MGH employees, patients and visitors at an open house Oct. 19.

With the increased space, the DLCC is better able to accommodate a rapidly growing physician and administrative staff as well as recently-acquired laser devices. Currently, the DLCC has 15 different lasers that can treat conditions such as broken blood vessels, sun-damaged skin, wrinkles, scars and tattoos. In addition to laser therapies, patients can have aesthetic procedures such as Botox injections, chemical peels for facial rejuvenation, sclerotherapy for leg veins and tumescent liposuction. All procedures are performed on an outpatient basis by board certified MGH dermatologists and typically require minimal recovery time for patients.

"Most of the lasers used in aesthetic procedures today were developed within the MGH Department of Dermatology and the Wellman Center for Photomedicine," says Mathew Avram, MD, JD, the new director of the center. "This close association has given the DLCC an international reputation for innovative, leading-edge treatments that has enabled us to expand our services to meet the needs of our patients."

For more information about the DLCC, visit *www.massgeneral.org/mghdermatology.*



Celebrating the diversity of women's health research

"We've made lots of progress in advancing women's health research, but there are many scientific challenges remaining," said Vivian Pinn, MD, director of the Office of Research on Women's Health at the National Institutes of Health (NIH), at the Oct. 4 celebration of women's health research. The annual event "Improving the Health of Women through Research at Massachusetts General Hospital" is now in its third year.

In her introduction to Pinn's talk, Anne Klibanski, MD, director of the MGH Neuroendocrine Unit and chair of the MGH Women's Health Research Committee, noted the broad range of projects represented by the posters displayed throughout the hospital during the week. Their diversity embodies how the the concept of women's health has expanded beyond reproductive concerns, she said, and how the MGH is "looking forward to the future of women's health research." For more information about the award-winning posters, access *www.massgeneral.org/pubaffairs/Issues 2006/110306womenshealthawards.htm.*

Pinn described how her office has grown since it was established in 1990 with an initial goal of ensuring that treatment decisions for women be based on studies of women, not just the assumption that research in male patients would apply. The office collaborates with the 27 NIH institutes and centers, which fund and review its studies. In addition to investigations into how diseases and medical treatments may affect women and men differently, the office also sponsors educational initiatives and efforts to promote the advancement of women's careers in medical research.

In discussing barriers to women's careers in science, Pinn stressed the need to help both women and men deal with family responsibilities that may conflict with traditional career paths and ease re-entry for those who choose to take time off. "Talking about these issues," she said, "will benefit everyone in science."

MGH HOTLINE

Training residents for humanitarian disasters

When a natural disaster or other humanitarian crisis occurs, appropriate medical care and public health intervention often are the most critical needs for victims. However, many of the health care providers deployed to offer aid in such a crisis have no training or experience caring for patients in the grueling conditions associated with these situations. To meet the growing need for training in global health and humanitarian action among the medical community, the Harvard School of Public Health recently created the new Humanitarian Studies Initiative for Residents (HSIR) as part of the Harvard Humanitarian Initiative. This innovative, multidisciplinary program is designed to train Harvard residents in humanitarian responses to disaster and refugee crises. The initiative launched in September with 19 residents from four Harvard-affiliated teaching hospitals – the MGH, BWH, Beth Israel Deaconess Medical Center and Children's Hospital Boston.

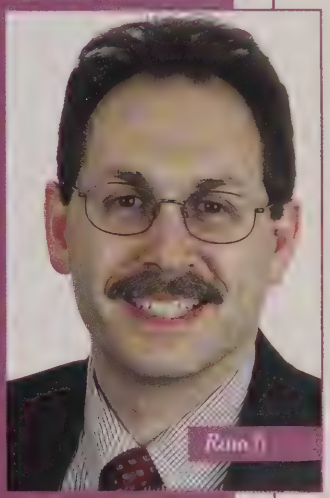
The HSIR is a two-year program that includes a two-week classroom course, a weekend field simulation in a state park and a monthlong field placement in a crisis setting. Faculty members from across Harvard schools and the international relief community guide residents as they learn about issues such as emergency public health, communicable disease management, water and shelter, human rights law and advocacy, nutrition, forensics, landmines, research and civilian-military relations.

Kristian Olson, MD, MPH, of the MGH Internal Medicine Clinical Educator Service and the newly formed MGH Center for Global Health and Disaster Response, is the coordinator for the program at the MGH. "Despite noble intentions, humanitarian response often has been characterized by chaos and repeated mistakes," he says. "The HSIR seeks to address this by helping to create a new generation of effective humanitarian leaders. As one participant said, 'This truly was a life-changing experience.'" ●

Health care providers offer care in times of crisis.

Rauch receives new appointments

Scott Rauch, MD, psychiatrist and administrator at the MGH, has been named president and psychiatrist-in-chief of McLean Hospital and chair of Partners Psychiatry and Mental Health (PPMH). Rauch replaces Gary Gottlieb, MD, president of BWH, who has been serving on an interim basis as both president of McLean Hospital and psychiatrist-in-chief of PPMH.



Rauch

As head of McLean, Rauch will lead the largest psychiatric clinical care, research and teaching institution of Harvard Medical School. As chair of PPMH, Rauch will provide strategic leadership to ensure the quality, integration, growth and financial health of psychiatric programs at McLean and across the Partners HealthCare System.

Rauch has been on staff at the MGH for more than 15 years. He has broad experience in research, teaching and clinical care. Currently he serves in four leadership roles within Partners. At the MGH he is associate chief for Neuroscience, director of the Division of Psychiatric Neuroscience Research and Neurotherapeutics, and director of Psychiatric Neuroimaging Research. He also is director of Behavioral and Mental Health at Spaulding Rehabilitation Hospital.

"I am honored and elated to have been selected," says Rauch. "McLean Hospital, Partners HealthCare and Harvard Medical School are extraordinary institutions with unparalleled human resources. I cannot imagine a more ideal environment within which to pursue the compelling missions of contemporary psychiatry and mental health. Moreover, this is an especially exciting time in psychiatry, when progress in science and technology offers such promise for revolutionary advances in the quality of care."

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MGH HOTLINE

What's Happening

CFD noontime learning series
The MGH Center for Faculty Development's (CFD) noontime learning series will offer "Digital Imaging Essentials" Nov. 13, from noon to 1 pm in the Burr Conference Rooms. Beth Beighlie, digital imaging coordinator at Harvard Medical School, will present. For more information or to register, call (617) 724-0818 or e-mail *cfd@partners.org.*

Alzheimer's film screening and discussion
The MGH Geriatric Medicine Unit will host a screening of the award-winning film "Family Matters: Coming Together for Alzheimer's" Nov. 16 beginning at 5:30 pm in the O'Keeffe Auditorium. The program will include guest speaker Ellen Goodman, a columnist for the *Boston Globe* and a discussion moderated by Kasey Kaufman, a reporter with CBS4 News. To register, call (617) 724-7324 by Nov. 10. For more information, visit *www.massgeneral.org/familymatters.*

Irvin H. Blank Commemorative Lecture
The Wellman Center for Photomedicine will host the annual Irvin H. Blank Commemorative Lecture Nov. 15, from 5:30 to 6:30 pm at the Shriner's Auditorium at 51 Blossom St. A reception will take place from 6:30 to 8 pm in the Burr Conference Rooms. Guest speaker George Cotsarelis, MD, of the University of Pennsylvania School of Medicine, will discuss "Hair Follicle Stem Cells in Hair Growth and Wound Healing." For more information, e-mail Nicole DeVoe at *ndevoe@partners.org.*

Sarcoma presentation
The MGH Cancer Center will host "Meet the Sarcoma Experts" Nov. 18, from 9 am to noon in the Burr Conference Rooms. Registration is required by Nov. 15. For more information or to register, contact Jill Nelson, APRN, BC, at (617) 726-6349 or *jnelson@partners.org.*

United Way and MGH team up to help patients

The generosity of MGH employees during the hospital's annual United Way campaign goes a long way. Just as the 2006 campaign is reaching its halfway mark, MGH Social Services has received a substantial donation from funds raised during last year's campaign. Each year, a portion of the money raised beyond the campaign's fundraising goal goes directly back to the hospital in the form of a donation to Social Services. This gift includes funds raised from the formal campaign, additional donations throughout the year and from the annual MGH/Boston Bruins hockey game held this past April.

United Way
United Way of Massachusetts Bay
Think Locally GIVE Locally

Despite the many social service programs offered by the MGH, not all patient needs are always met. Money raised from the United Way campaign helps fill in these gaps and is used for emergency, one-time costs. In the past, United Way funds have assisted MGH patients with such needs as temporary housing or hotel costs, emergency childcare, affordable transportation and other immediate, short-term daily expenses.

"Everyone in Social Services is grateful to the United Way for its generous donation of a portion of the pledges collected at the MGH," says Ann Daniels, LICSW, PhD, executive director of Social Services. "The funds help pay for a variety of necessities – such as paying for a haircut for a homeless patient, providing meal tickets or food vouchers to families in need or assisting patients and their families with rent, utility bills or temporary lodging. Without generous employee donations to the United Way, our department would not be able to help many of our patients and families in these ways."

The United Way campaign kicked off Oct. 27 and will last through Nov. 10. The 2006 campaign goal is $350,000. All employees who donate automatically are eligible for weekly raffle prizes, and those who turn in their pledge cards before noon Nov. 3 will qualify for the Nov. 6 grand prize drawing with the chance to win prizes including a New England Patriots jersey autographed by Richard Seymour or a 50-inch plasma HDTV.

For more information about the campaign or to make a pledge online, visit *www.massgeneral.org/unitedway.*

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.
www.massgeneral.org/news/
***MGH Hotline* is published weekly by the MGH Public Affairs Office.**
(617) 726-2206

November 10, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

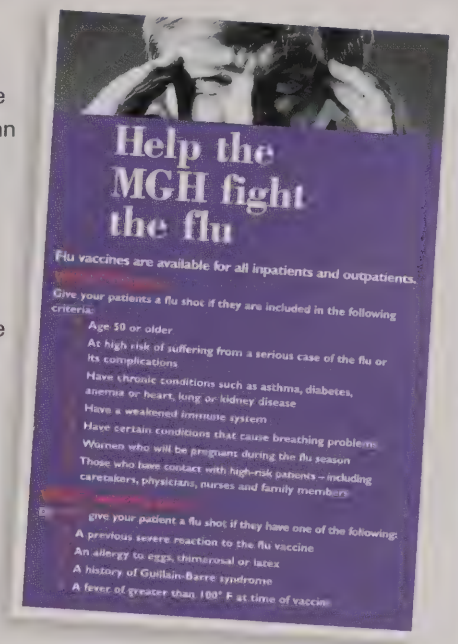
Flu vaccine for patients offered

The MGH is preparing for the approaching flu season by offering patients the option of receiving the flu vaccine while hospitalized. MGH clinicians now can order the flu vaccine through the Provider Order Entry (POE) system as a primary preventative measure and a precaution for patients who are unable to obtain a flu vaccine in other settings.

A pop-up screen will appear in POE for the provider – such as the physician, resident, nurse practitioner or physician assistant – to write an order for a patient age 50 or older. The provider has the option of accepting, declining or deferring the order for up to five days. On the sixth day, a decision to accept or decline the order must be made. When the vaccine is ordered, a nurse will screen the patient for eligibility. This flu vaccine program will be offered until March 31.

Providers also will see a combined flu and pneumovax screen in POE for patients who are 65 years and older who are eligible to receive both vaccines. Eligible patients are those 65 years and older who have no documentation of receiving the pneumovax since turning 65 and who have no documentation of receiving the flu vaccine this season. The provider has the option of ordering, declining or deferring one or both vaccines.

For more information, contact Janet Madigan, MS, RN, at (617) 726-3109.


Help the MGH fight the flu
Flu vaccines are available for all inpatients and outpatients.
Give your patients a flu shot if they are included in the following criteria:
Age 50 or older
At high risk of suffering from a serious case of the flu or its complications
Have chronic conditions such as asthma, diabetes, anemia or heart, lung or kidney disease
Have a weakened immune system
Have certain conditions that cause breathing problems
Women who will be pregnant during the flu season
Those who have contact with high-risk patients – including caretakers, physicians, nurses and family members
give your patient a flu shot if they have one of the following:
A previous severe reaction to the flu vaccine
An allergy to eggs, thimerosal or latex
A history of Guillain-Barre syndrome
A fever of greater than 100° F at time of vaccine

Leadership meeting highlights quality and safety, island hospital affiliations, expansions and life itself

MGH managers, supervisors and department heads gathered in the O'Keeffe Auditorium Nov. 6 for a leadership meeting during which they heard about the hospital's emerging quality and safety program, financial performance, pending hospital affiliations and the research conducted by Jack W. Szostak, PhD, of the MGH Department of Molecular Biology, and his colleagues.

Peter L. Slavin, MD, MGH president, reported that the MGH and Massachusetts General Physicians Organization are in the early stages of launching a new quality and safety initiative to enhance its existing systems and infrastructure focused on delivering the highest quality and safest patient care. Among the priorities is a search for a quality and safety vice president. The Emergency Department will be a special focus of the quality and safety agenda.

Slavin also mentioned the recent employer awards from *Working Mother* magazine and the AARP and reminded those at the meeting that the Joint Commission on Accreditation of Healthcare Organizations would be visiting the MGH sometime before Jan. 1. He also said that currently there are several national searches underway for new chiefs for Pediatrics, Anesthesia and Dermatology.

SLAVIN CONCLUDED THE UPDATES BY NOTING THAT, BECAUSE OF THE HARD WORK OF STAFF THROUGHOUT THE INSTITUTION, THE MGH PERFORMED WELL DURING FISCAL YEAR 2006, BEATING ITS MARGIN TARGET.

Information about the MGH's Building for the Third Century, slated to be completed in 2011, was provided. The new building will be located where the Clinics and Vincent Burnham Kennedy buildings currently stand and will include a covered ambulance bay, operating and procedure rooms, an atrium and five floors of private patient rooms.

Slavin concluded the updates by noting that, because of the hard work of staff throughout the institution, the MGH performed well during fiscal year 2006, beating its margin target.

Sally Mason Boemer, vice president for MGH Finance, described the MGH's discussions with Martha's Vineyard Hospital and Nantucket Cottage Hospital that could lead to the two island hospitals becoming

(Continued on Page 2)

— Leadership meeting

(Continued from Page 1)

affiliates of the MGH and Partners. Under the agreement, the island hospitals, which have had longstanding collaborations with the MGH, would have an opportunity to strengthen and expand these relationships and enhance clinical services to their patients. A shared electronic medical record, which would be possible through such an affiliation, would foster timely communications among the caregivers on the islands and in Boston and be especially important for those patients who require care and services not available at the island facilities. Mason Boemer described the key clinical and financial considerations and said that the island hospitals would maintain their own boards of trustees, but would include a 20 percent representation from the MGH/Partners.

The final presentation was from Jack W. Szostak, PhD, of the MGH Department of Molecular Biology and a co-recipient of the 2006 Lasker Award for Basic Medical Research. In his talk, "Science Talk: The Origins of Life," Szostak described how he and his team are using simple models to understand how the first cells may have formed, grown and evolved. ●

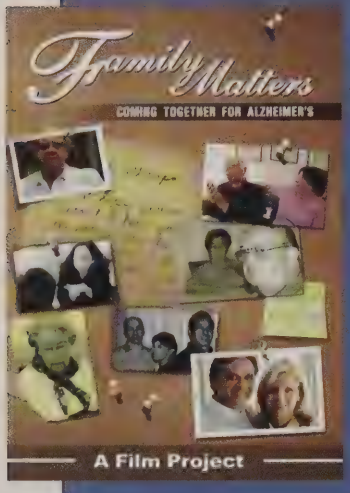
Weinstein and Bazari

Bazari and Weinstein receive top ACGME honors

Hasan Bazari, MD, program director for the MGH Department of Medicine Training Program, and Debra Weinstein, MD, of the MGH Gastrointestinal Unit and vice president for Graduate Medical Education at Partners, were named the recipients of two awards from the Accreditation Council for Graduate Medical Education (ACGME). The ACGME is a nonprofit organization that evaluates and accredits medical residency programs in the United States and aims to improve health care by assessing and advancing the quality of residents' education through accreditation.

Bazari is one of 10 recipients of the Parker J. Palmer Courage to Teach Award, which was established in 2001 in honor of Parker J. Palmer, PhD, a sociologist and educator who authored the book *Courage to Teach*. The award honors program directors in different specialties who continuously find new and innovative ways to teach residents to provide quality health care. Bazari oversees the training program for residents in MGH Internal Medicine.

Weinstein has been named one of three recipients of the Courage to Lead Award, which is presented to institutional directors of graduate medical education programs who have created an exemplary environment for educational programs; have facilitated the ethical, professional and personal development of residents; and who have ensured safe and appropriate care of patients. Weinstein oversees graduate medical education programs across the Partners institutions. ●



Award-winning Alzheimer's film premieres at the MGH

A film devoted to patients and families adjusting to a new diagnosis of Alzheimer's disease – created by the MGH Geriatric Medicine Unit – has won a number of prestigious health education awards, including a Health Information Award, a Remi Award and an International Health and Medical Media Award, also known as a FREDDIE. The film, "Family Matters: Coming Together for Alzheimer's," will be premiered at the MGH during a special program Nov. 16, beginning at 5:30 pm in the O'Keeffe Auditorium.

"Family Matters" is divided into four parts and introduces newly diagnosed patients and their families to the world of Alzheimer's disease. The film suggests that there are ways families can cope with the disease and that Alzheimer's need not be a paralyzing experience by highlighting four different families who share their experiences. Barbara Moscowitz, LICSW, of the Geriatric Medicine Unit, is the executive producer of the film. "This film specifically was created to meet the needs of patients in the early stages of the disease, as many of the books, pamphlets and films already available focus on the individual in the end phases of the illness " she says. "It's time for our community to address the challenge of caregiving and to begin an important dialogue. We're honored to host this program devoted to family caregivers."

The premiere will include a presentation "What Does It Mean to Care?" by Ellen Goodman, Pulitzer Prize-winning columnist for the *Boston Globe*, and a discussion moderated by Kasey Kaufman, Emmy Award-winning reporter for CBS4 News. For more information about the event, call (617) 724-7324 or visit *www.massgeneral.org/familymatters.*

MGH HOTLINE

A weekend of hope for patients with vascular malformations

It's not known why approximately one in 100 children each year in the United States is born with a vascular birthmark. Often these types of birthmarks, also known as hemangiomas, are not associated with complications and may disappear on their own with time. But, for some these benign tumors can be problematic and cause emotional suffering for those with conspicuous lesions.

Hemangiomas often appear within the first few weeks of life and are more likely to occur in females and individuals with lighter skin. Martin C. Mihm, Jr., MD, FACP, senior dermatopathologist and director of the MGH Pigmented Lesion Clinic, and researchers at the MGH Vascular Malformation Clinic, are adding to the understanding of the malformations.

During the weekend of Oct. 28, Mihm and colleagues from MGH Dermatology, Pathology, Pediatric Surgery and Radiology, hosted the tenth annual Weekend of Hope for individuals with hemangiomas or vascular malformations. The event took place at the MGH Dermatology Clinic and the Hilton Hotel at Logan Airport. During the weekend, patients with problem lesions were provided an opportunity to attend several educational presentations and receive informal consultations with attending physicians. Predominantly children, but also adults, were examined by the team of experts who gave advice regarding therapy that uses the latest techniques of medicine, plastic and laser surgery and interventional radiology. Twenty-six doctors from six countries attended the event to confer with one another and volunteer their time and expertise. Sixty-eight individuals attended with their families from as far away as Europe and Australia.

"One parent from Australia said that she learned more about her son's condition in a half hour with our team than she had over the 15 years of her child's life spent looking for treatment suggestions," says Mihm. "This weekend-long event, as well as the work being done at the MGH Vascular Malformation Clinic, fits perfectly into the MGH mission to offer hope and healing to patients from all over the world. We are especially grateful to all of the physicians from the MGH, across the United States, Europe and Brazil who volunteered their time to join us for this meaningful weekend."

Mihm, an international consultant for pigmented lesions, lymphoma and cutaneous inflammatory diseases, also serves as the co-chairman of the Melanoma Pathology Program of the World Health Organization (WHO) and was the co-founder of the Rare Tumor Institute sponsored by the WHO.

For more information about the Vascular Malformation Clinic, contact Mihm at (617) 726-1350. ●

Storybook Ball a fabulous success

MGH employees and friends joined Cinderella and her guests long before the clock struck midnight at the seventh annual MassGeneral Hospital for Children (MGH/C) Storybook Ball. More than 500 guests – some sporting costume masks – attended the event Oct. 14 at the Westin Boston Waterfront Hotel in support of life-saving research and patient care initiatives at the MGH/C. The Cinderella-themed masked ball raised nearly $3 million for MGH/C initiatives, including critical support for autism-focused programs, new systems for Extracorporeal Membrane Oxygenation and the establishment of a multidisciplinary clinic for survivors of childhood cancer. This year's event chairs were Susanne Joyce, Simone Winston and Patty Ribakoff *(above, from left)* and the evening's honorary chair was Abner Kurtin.

MGH and visiting physicians gather for the Weekend of Hope.

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MGH HOTLINE

What's happening

Workshop on giving effective presentations
The MGH Clinical Research Program and the Department of Psychiatry are co-sponsoring "How to Give a Presentation" Nov. 30, from 4 to 5 pm in the Simches Center, Room 3110. Andrew Nierenberg, MD, of MGH Psychiatry, will teach participants the tools for giving effective presentations. To register, visit *hub.partners.org*. For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org*.

Genetic literacy presentation
The MGH Clinical Research Program and the Center for Human Genetic Research will co-sponsor "Genetic Literacy: A Guide to Understanding the Language and Basic Concepts of Modern Genetic Research" Nov. 28, from 1 to 4 pm in the Simches Center, Room 3110. To register, visit *hub.partners.org*. For more information, contact Lulie Ebaugh at (617) 724-2900 or *lebaugh@partners.org*.

Alzheimer's disease poster symposium
The Massachusetts Alzheimer's Disease Research Center and the Boston University Alzheimer's Disease Center will co-host the 20th annual scientific poster symposium Jan. 10, from 9 am to noon in the Thier Conference Room. The symposium will showcase the best of local Alzheimer's disease research, enabling researchers to meet and share their work. Poster abstract applications are available at *www.madrc.org*. To submit a completed application form, e-mail Liang Yap, PhD, at *lyap@partners.org*. The application deadline is Dec. 15. For more information, call (617) 726-3987.

Hypertension screening and discussion for seniors
MGH Senior HealthWISE will offer seniors free hypertension screenings and a discussion Nov. 20, from 1:30 to 3:30 pm at the West End Branch Library. Free blood pressure checks also will be available. For more information, call (617) 725-6756.

Senior HealthWISE lecture series
The MGH Senior HealthWISE lecture series will host "Medicare Update" Nov. 16, from 11 am to noon in the Haber Conference Room. Sheila Lehane, of the SHINE program at the Boston Commission on Affairs for the Elderly, will be the guest speaker. For more information, call (617) 724-6756.

In General

The National Research Company (NRC) recently announced that consumers have chosen the MGH as the hospital with the highest quality and image in the Boston area. The MGH is one of 234 hospitals to be honored with a Consumer Choice Award. For the past 11 years, the NRC, a health care performance measurement organization, has honored the most preferred hospitals in various metropolitan areas based on a study of more than 200,000 households representing 400,000 consumers across the country.

Submit news tips and story ideas to the *MGH Hotline*

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Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.
www.massgeneral.org/news/
***MGH Hotline* is published weekly by the MGH Public Affairs Office.**
(617) 726-2206

Operation A.B.L.E. awards outstanding MGHers

Four MGH employees were selected as the recipients of the Outstanding Worker Award given by Operation A.B.L.E. (Ability Based on Long Experience) and the Massachusetts Chapter of the AARP. Each fall, the two organizations team up to recognize the state's best employees age 50 and older who go the extra mile, take the time to train and mentor others, have a wealth of knowledge to share and are expert problem solvers. The MGH honorees are Jim Moore of Buildings and Grounds; Barbara Mahoney, RN, of Patient Care Services; John Donovan of Materials Management and Walter Guralnick, MD, of Oral and Maxillofacial Surgery.

"This award is well deserved by these four employees, who are role models for every MGHer of what it means to be an exceptional employee," says Jeff Davis, senior vice president for Human Resources. "I'm particularly proud that our winners this year represent different areas of the hospital, which shows that good employees can succeed in many types of roles here at the MGH."

Mahoney, Donovan, R.D. Sahl, ceremony emcee, and Moore

November 17, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Carroll, left, and Radwin

MGH nursing research reaches milestone

Two nursing research positions have been established at the Yvonne L. Munn Center for Nursing Research, representing an important milestone for nursing research at the MGH. Diane L. Carroll, PhD, APRN, and Laurel E. Radwin, PhD, RN, have accepted positions as nurse researchers at the Munn Center.

Carroll has worked at the MGH for more than 25 years. She has been an active participant in cardiovascular nursing, quality improvement, patient education and programmatic development, and has been a mentor to nurses with unit-based research projects involving cardiovascular patients. She has received numerous funding awards and grants from organizations, including the National Institutes of Health/Nursing Institute for Nursing Research (NIH/NINR), to study nursing interventions related to the care of patients with cardiac illnesses.

Radwin has extensive experience researching and evaluating the quality of nursing care. She has developed measures to examine the impact of patient-centered nursing care for acutely ill patients and

(Continued on Page 3)

MGH makes $3 million commitment to Charlestown

The MGH has made a $3 million commitment to expand substance abuse and mental health services in Charlestown in support of Mayor Thomas M. Menino's initiative, Charlestown Connects, a coordinated program aimed at improving public safety and social services in the community. Joining the mayor for the announcement at the Bunker Hill public housing development were Jean Elrick, MD, senior vice president for MGH Administration; Joan Quinlan, director of the MGH Community Benefit Program; Peggy Carolan-Bolognese, administrative director for the MGH Charlestown HealthCare Center; Lorenzo Lewis, MD, medical director of the MGH Charlestown HealthCare Center; and Matt Fishman, vice president for Community Health at Partners HealthCare.

Menino, left, and Elrick

At the event Menino announced that the city has made a $12 million pledge toward building a Charlestown police station and $4 million pledge toward upgrading Charlestown High School's playing fields. Elrick announced that the MGH will provide $1 million for the expansion of mental health and substance abuse services offered by the MGH Charlestown clinicians at a satellite location in the Bunker Hill housing development, and a $2 million capital grant to develop the Charlestown Recovery House, a proposed 25-bed halfway house for men in recovery from alcohol or drug abuse. Elrick also thanked the volunteers who have helped to serve the Charlestown community through the Charlestown Substance Abuse Coalition, a program of the MGH Community Benefit Program and the MGH Charlestown HealthCare Center.

The MGH Charlestown HealthCare Center is the primary provider of care in Charlestown and has a longstanding dedication to serving the community. The center has been in operation since 1968 and offers comprehensive primary and specialty care services to children and adults. The health center offers adult medicine, pediatrics, mental health and social services, as well as smoking cessation and free breast and cervical cancer screenings for uninsured women. ●

Ojimba retires from the MGH

It was standing room only in the Trustees Room Oct. 11 as MGH colleagues, family and friends gathered to celebrate the retirement of Monsignor Felix Ojimba of MGH Chaplaincy. Ojimba, a 10-year employee of the MGH, leaves the hospital to focus on education and health initiatives in sub-Saharan Africa.

Michael McElhinny, director of Chaplaincy, gave the welcoming remarks. Guests then celebrated Ojimba's tireless dedication to the hospital community through the heartfelt reflections of many of his MGH colleagues, including Martin Mihm, MD, of MGH Dermatopathology; Ellen Robinson, RN, PhD, of the Knight Nursing Center for Professional Development; and Lillian Ananian, RN, of Blake 4.

"During my ten years at the MGH, I have observed many important changes in both the Chaplaincy and the larger hospital community that favor making the MGH a more inclusive and welcoming environment for all people and cultures," said Ojimba. "It's important for us to learn from our patients, their families and our colleagues. I am so grateful that I've had the opportunity to work with such wonderful, caring people during my time here."

Following the luncheon, a Roman Catholic Mass was held in the MGH Chapel in honor of Ojimba's recent elevation to Monsignor.

"The Rock" poses with young fans.

"The Rock" visits the MGH*f*C Pediatric Diabetes Center

More than 150 delighted children and parents from the MassGeneral Hospital *for* Children's (MGH*f*C) Pediatric Diabetes Center were treated to a special visit from actor and former professional wrestler Dwayne Johnson, also known as "The Rock." In town filming a movie, Johnson visited the MGH*f*C Pediatric Diabetes Center's Halloween party to talk to children about healthy eating and regular exercise, two good habits that are especially important for children with Type 1 and Type 2 diabetes.

At the party, kids enjoyed healthy snack alternatives to traditional Halloween sweets, and Johnson signed autographs and posed for photos with the children and their families. As "The Rock," Johnson often would ask the wrestling audience "Can you smell what the Rock is cookin'?" Johnson asked the kids this question and told them that if they walked by his house, they would smell broccoli cooking, because he believes in eating healthily.

"It was wonderful to welcome Dwayne Johnson, 'The Rock,' an action film hero who also devotes his time to helping children in hospitals," says Lynne L. Levitsky, MD, chief of the Pediatric Endocrine Unit. "We were so pleased that he was willing to give his time to energize the children, whose good health depends upon lifestyle change and motivation." ●

MGH HOTLINE

The MGH salutes working mothers

Working mothers from across the hospital took a break from their busy schedules to be feted at a special reception Nov. 1 held in honor of the MGH being named one of the top 100 companies for working mothers by *Working Mother* magazine. The MGH was selected based on a number of programs and benefits, including on-site childcare options, compensation, organizational structure and family-friendly policies.

Ceremony emcee Jeff Davis, senior vice president for Human Resources, and Peter L. Slavin, MD, president of the MGH, both commended all of the hospital's working mothers. "It's important to recognize that, if it were not for the incredible work and dedication of our working mothers, this hospital could not function," said Slavin. "We recognize that our working mothers not only pour a tremendous amount of energy and devotion into their jobs, but also have tremendous responsibilities at home taking care of their families."

Sally Mason Boemer, vice president for Finance, shared her own experiences as a working mother at the MGH. "As someone whose productivity and job satisfaction is greatly enhanced by working a flexible schedule, I now have the pleasure of managing other women with similar needs and pressures as those I am experiencing," she said. "I've scheduled urgent budget discussions for 'after bedtime,' and it is not uncommon for conference calls among my staff to include background noises from our children. I'm proud to work for an organization that values the contributions of employees like myself who strive for work-life balance." The program also featured guest speaker Mary Ellen Heike, RN, staff specialist for women's health, who was instrumental in preparing the application for the award.

The hospital offers a variety of programs that help MGH working mothers – and all employees – take care of their families. These include

MGH working mothers

child care, maternity and adoption leaves, flexible work schedules and seminars that address family issues offered by the Employee Assistance Program (EAP). Working mothers at the MGH can build their careers and enhance their skills through multiple course offerings, on-the-job training, career development opportunities and scholarships and grants. The MGH also offers working mothers services to help them care for themselves, including a health and wellness series and on-site personal errand services.

For more information about the award and the many services the MGH offers working mothers, visit *www.massgeneral.org/workingmothers.* Any MGH working mother who did not receive a gift pin at the event can pick one up at the Employee Access Center, Clinics 117, from 8:30 am to 4 pm. ●

Mason Boemer

— Nursing research milestone

(Continued from Page 1)

to identify nursing-sensitive patient outcomes. Radwin is the recipient of numerous honors, including the designation of "Emerging Nursing Star in Health Disparities Research" from Howard University's Division of Nursing, and has received several awards and grants including those from the NIH/NINR and the Agency for Health Care Research and Quality.

As Munn Center nurse researchers, Carroll and Radwin will expand their programs of research, seek additional funding to advance their programs and implement a research mentorship program for staff, as well as facilitate the development, evaluation, translation and utilization of research into clinical practice.

The Yvonne L. Munn Center for Nursing Research at the MGH was established in 2003 to serve as a foundation for a world-class nursing research program. Through the center, nurses are provided the opportunity to identify new ways to reshape, influence and improve the delivery of patient care and nursing practice. Thanks to the generosity of Yvonne L. Munn, former MGH associate general director, and an investment by the MGH, a new phase is established in advancing the Munn Center's mission. ●

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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE film series
The MGH Senior HealthWISE film series will sponsor a screening of "An Inconvenient Truth" Nov. 28, from 1 to 3 pm in the Haber Conference Room. Registration is required. For more information or to register, call (617) 724-6756.

Eldercare discussion group
The MGH Employee Assistance Program will host its monthly eldercare discussion group Nov. 21, from noon to 1 pm in the Yawkey Center, Room 10650. Janet Loughlin, LICSW, and Barbara Moscowitz, LICSW, will present. For more information, call (617) 726-6976.

Change in *MGH Hotline* schedule
Due to the Thanksgiving holiday, *MGH Hotline* will not be published Nov. 24. The regular printing schedule will resume Dec. 1. To submit story ideas and announcements, e-mail *Hotline@partners.org,* call (617) 726-2206 or fax (617) 726-7475.

CFD noontime learning series
The MGH Center for Faculty Development's (CFD) noontime learning series will offer "The Time is Now: Making Time for the Things That Really Matter" Dec. 7, from noon to 1 pm in the Haber Conference Room. Cindy Loughran, a certified professional coach, will present. For more information or to register, call (617) 724-0818 or e-mail *cfd@partners.org.*

Introductory massage at The Clubs at Charles River Park
During the month of November, The Clubs at Charles River Park will offer one-hour massages for $60. Offer applies to new clients only. Massages cannot be purchased as a gift. For more information, call (617) 726-2900.

IN GENERAL

Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center, was recognized by Health Power as an outstanding Hispanic/Latino American in honor of Hispanic Heritage Month. Health Power is committed to multicultural health improvement through health information and promotion, consultations, training, partnerships and networking. Betancourt was honored for his dedication and commitment to developing and implementing policies that help to eliminate racial and ethnic differences in the delivery of health care.

Martin Mihm, MD, of MGH Dermatopathology, received the 2006 Special Achievement Award for Outstanding Scientific Achievement in Clinical Pathologic Studies from the Society for Melanoma Research. Mihm was honored for his work in the classification of melanoma, his recognition of early diagnostic features and the importance of tumor infiltrating lymphocytes in prognosis.

Tanya Milosh Zinkus, program administrator for Training Programs in the MGH Department of Medicine, recently was elected the national chair of the Program Administrators Advisory Council, a branch of the Association of Program Directors in Internal Medicine.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.
www.massgeneral.org/news/
***MGH Hotline* is published weekly by the MGH Public Affairs Office.**
(617) 726-2206

MGH employee bonus program is implemented

Because of the hard work of staff and employees throughout the institution, the MGH performed well during fiscal year 2006, beating its margin target and paving the way for a hospitalwide employee bonus program.

For the second year in a row, the hospital has implemented the bonus program as a way to recognize employees' contributions to the hospital's success. The bonus, which is taxable, appeared in employees' paychecks Nov. 16. The chart below describes bonus eligibility requirements and the amount for staff.

	Date of Hire 3/31/06 or before	Date of Hire 4/1/06 to 9/30/06
Full time (30-40 hrs/wk)	$500	$250
Part time (20-29 hrs/wk)	$250	$125
Per diems, Bulfinch temps, less than 20 standard hours who worked 400 hours or more in FY 06	$125	$125

For more information about the employee bonus program, employees should contact their manager or supervisor.

December 1, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Tully named Nurse of the Year

Susan Tully, RN, MGH Surgical Intensive Care Unit (SICU) nurse manager, has been named *Nursing Spectrum's* 2006 Nurse of the Year in the Management category. Along with five other winners in additional categories, Tully was selected from a pool of regional winners whose nominations were judged by *Nursing Spectrum's* National Advisory Board members. As a national winner, she was found to "exemplify all that is profound, rewarding and deeply moving about the nursing profession."

Tully accepted her Nurse of the Year award in Chicago at an awards luncheon honoring all of the *Nursing Spectrum's* 2006 Nurse of the Year winners. They also were featured on the cover of *Nursing Spectrum's* Nov. 6 issue.

Nominated by the entire SICU staff, Tully was described as highly skilled at managing conflict and creative at identifying solutions to the challenges inherent in the complex setting of the SICU. Tully manages a staff of 134 employees and works diligently with residents, fellows, attending physicians and other staff to tend to some of the most acutely ill patients in the region. "Susan defines the SICU," says one staff member. "We could ask for no better leader." Among the other qualities attributed to Tully are her excellence in leadership, innovation, mentorship, communication and her strength of character. She also is known as an intelligent and fair manager who fosters a collaborative environment within the unit.

"If you treat your staff members as individuals, you can work with them as effectively as possible," says Tully. "If you take care of your staff, they'll be in the best position to take care of their patients."

Four MGH nurses were finalists in the regional New England *Nursing Spectrum* Excellence Awards 2006 Program: Diane Carroll, RN, PhD, nominated by colleagues

Tully, far right, with other Nurse of the Year winners

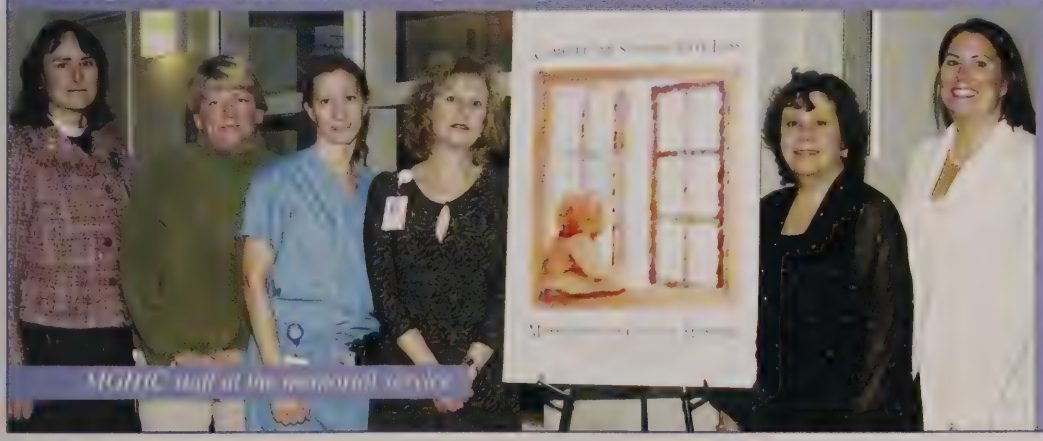
May Cadigan, RN, and Colleen Gonzalez, RN, in the Teaching category; Adele Keeley, RN, nominated by colleague Mary Lavieri, RN, in the Advancing and Leading the Profession category; and Jean Stewart, RN, nominated by her nurse manager, Kathie Myers, RN, in the Clinical Care category.

Remembering the youngest patients

Families, friends and caregivers of patients at the MassGeneral Hospital for Children (MGHfC) gathered in the O'Keeffe Auditorium Nov. 5 for the 15th annual Pediatric, Neonatal and Obstetric bereavement service. The memorial service is dedicated to families who have experienced the death of a child, including those who have lost a child through miscarriage or stillbirth.

MGHfC's Comfort and Support After Loss Team – comprised of social workers, nurses, clergy, child-life specialists and physicians – sponsored the service. Fredda Zuckerman, LICSW, an obstetric social worker, led the ceremony, and remarks were given by Ron Kleinman, MD, acting chief of Pediatrics; Howard Weinstein, MD, chief of Pediatric Hematology Oncology; and Judy Newell, RN, nurse manager of the pediatric inpatient floors. Family members shared their feelings of grief and bereavement through stories and poems, and during a naming ceremony they read aloud the names of their children. Families received tulip bulbs and pewter hearts in memory of their children.

Immediately following the service, a reception was held in the East Garden Room. Memorial quilts from previous years were on display across from the MGH General Store, and several memorial scrapbooks were available for viewing during the reception.



MGHfC staff at the memorial service

Go paperless with your paycheck

MGH staff and employees can help the hospital by opting for paperless payroll. It's quick and easy, and users can review their paychecks online through PeopleSoft.

To stop receiving printed paychecks:

- Log into your PeopleSoft Employee Self Service account at *ibridge.partners.org/eaccess*.
- Select "PeopleSoft Human Resources Management Service (HRMS) Production."
- Select "Self Service," then "Employee," then "Tasks," then "Direct Deposit."
- Click on "Pay Statement Print Options," select the "Suppress DDP Advice Print" box and then select "Save."

PeopleSoft ESS is available from the desktop at work, in the Employee Access Center (EAC) or via the Internet at home. The online pay advice contains all the information currently being printed on the paper stub, including earned time balances and year-to-date totals.

Users can access their pay advice online through PeopleSoft on the Tuesday afternoon before the Thursday payday. Printouts of pay advices can be printed at any time.

"With identity theft a major concern these days, having a pay advice fall into the wrong hands can be a serious matter," says Jeff Davis, senior vice president for Human Resources. "But by going paperless, employees, managers and timekeepers don't have to worry about lost or stolen pay advices. To date, 91 percent of MGH employees have direct deposit, and of those who have direct deposit, 46 percent suppress their pay advices. The MGH is at nearly 50 percent of its goal of 100 percent paperless participation."

For more information about going paperless, e-mail *ibridge@partners.org*, call the EAC at (617) 726-8338 or visit the EAC on Clinics 117.

Puppy Pals bring smiles

During the holiday season, donors at the MGH Blood Donor Center will not only have a chance to give the lifesaving gift of blood, but also to bring a smile to a young patient's face. Through the center's annual Puppy Pals program, all those who give blood Nov. 24 through Dec. 22 will have the opportunity to sign and personalize gift tags for stuffed puppies and Beanie Babies, which then will be delivered to patients at the MassGeneral Hospital for Children. The Puppy Pals program is meant to encourage donors to give blood during the holiday season, when blood supplies tend to fall below safe levels. "It is great to be able to make the connection between the patient and donor during this holiday season," says Kate Decoste of the Blood Donor Center.

For more information about donating blood or platelets, contact the Blood Donor Center at (617) 726-8177 or visit *www.massgeneral.org/blooddonor*. ●

A young patient enjoys last year's Puppy Pals delivery.

New radiology core service supports clinical trials

The Dana Farber/Harvard Cancer Center (DF/HCC), a consortium composed of seven Harvard-affiliated medical centers including the MGH, has launched a new radiology core service to provide accurate and timely tumor measurements in support of clinical trials being conducted at the network of hospitals. The Tumor Imaging Metric Core (TIMC) provides quick analysis of CT, MR and PET imaging studies. Radiology exams for patients in clinical trials are transmitted via computer network from the hospitals' Picture Archive Communication Systems to the TIMC for processing.

"The Tumor Imaging Metric Core allows our Harvard-affiliated researchers to receive standardized radiological measurements for PET scans quickly and accurately," says William B. Hanlon, MSc, Tumor Imaging Metrics Core. "All measurements are reviewed by Harvard faculty radiologists, and longitudinal results are stored in a database on a secure website so that the information is always available for viewing or downloading by authorized staff. We are pleased to be able to offer this sophisticated technology to researchers at this time."

The DF/HCC Tumor Imaging Metrics Core maintains computer lab space at both the MGH and BWH/Dana Farber Cancer Institute campuses. For more information, visit the TIMC web site at *www.tumormetrics.org* or contact Hanlon at (617) 632-6578 or *timc2@partners.org*. ●

MGH HOTLINE

Advances

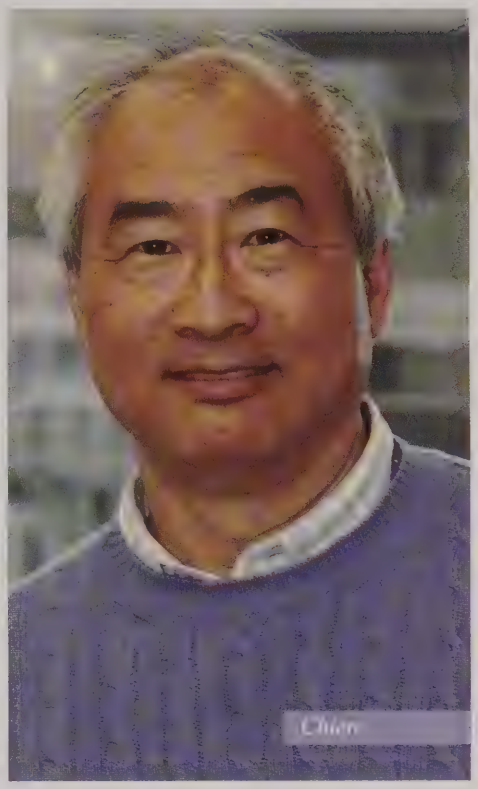
MGH researchers identify master cardiac stem cell

Researchers from the MGH Cardiovascular Research Center (CVRC) have discovered what appears to be a master cardiac stem cell, capable of differentiating into the three major types of cells that make up the mammalian heart. In their report receiving early online release at the journal *Cell*, the scientists describe identifying these progenitor cells in mice, cloning them from embryonic stem cells and showing that they can differentiate into cardiac muscle, smooth muscle and endothelial cells.

"It now appears that cardiac cells develop in the same way that blood cells do, with a master stem cell giving rise to the entire range of cells," says Kenneth R. Chien, MD, director of the MGH-CVRC and senior author of the *Cell* paper. "These cells may be excellent candidates for cardiac muscle regeneration studies, without the risk of tumor formation posed by embryonic stem cells or the limited effectiveness seen in studies using other cell types." Chien also leads the cardiovascular program at the Harvard Stem Cell Institute.

In 2005, Chien's team, then at the University of California at San Diego, described finding a group of cardiac muscle progenitor cells in heart tissue from newborn rats, mice and humans. The current study first identified a small population of embryonic cells in mice that can develop into all three types of cardiac cells – the contracting cardiac muscle cells and the smooth muscle and endothelial cells that make up blood vessels. The research team then was able to generate these newly identified progenitors – parental cells that give rise to the cells identified in the 2005 study – from embryonic stem cells and then to clone them.

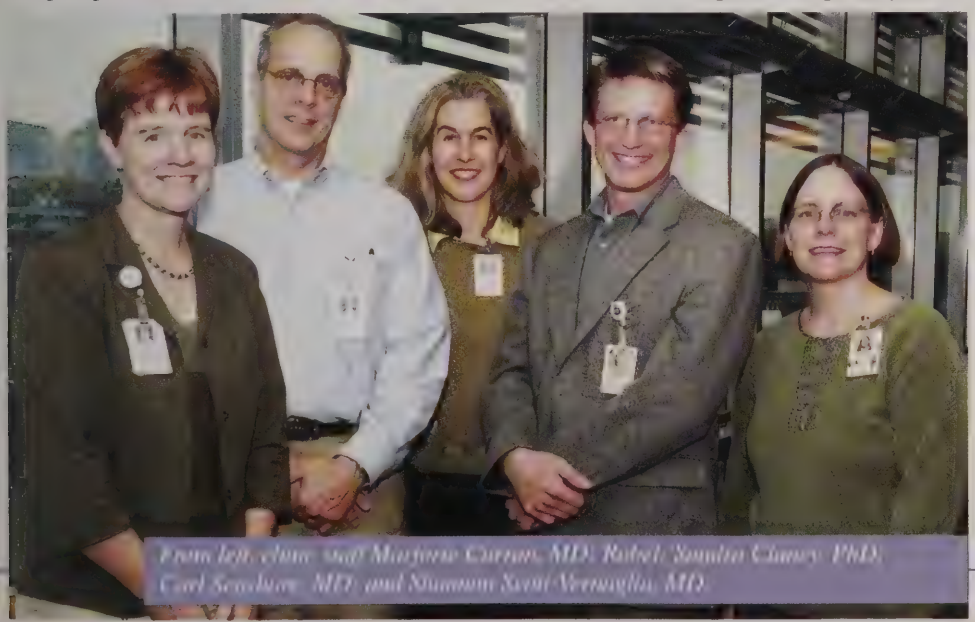
The co-first authors of the report are Alessandra Moretti, PhD; Leslie Caron, PhD; and Atsushi Nakano, MD; and co-authors from the MGH-CVRC are Jason Lam, PhD; Yibing Qyang, PhD; Lei Bu, PhD; Silvia Puig, and Karl-Ludwig Laugwitz, MD, PhD. ●



Chien

MGHfC opens Coordinated Care Clinic for medically complex children

The MassGeneral Hospital for Children (MGH*f*C) recently launched the new outpatient Coordinated Care Clinic for pediatric patients to provide comprehensive, integrated and coordinated care for the MGH*f*C's medically complex patients. Clinic staff members organize all aspects of the patient's care, helping families navigate more smoothly through the health care system. Because clinicians from a number of different specialties care for medically complex children, the clinic team helps facilitate communication among families, primary care physicians, specialists, therapists and other health care providers. Additionally, the clinic provides transitional outpatient care for children with complex diagnoses by coordinating medical equipment, specialists, medications and other resources.



From left, clinic staff Marjorie Curran, MD; Robert Saunders Chaney, PhD; Carl Seashore, MD; and Shannon Scott-Vernaglia, MD

"For many parents of children with special health care needs, navigating the medical system can be challenging and very frustrating," says Mark Robel, RN, MSN, CPNP, nurse practitioner for the clinic. "The Coordinated Care Clinic can help alleviate some of that stress and allow parents to spend more time taking care of their children."

The clinic team is comprised of Robel, three pediatricians and a family adviser, who acts as a resource and support person for families. It is located in the Yawkey Center for Outpatient Care, sixth floor, and patients can be seen Monday through Thursday, from 9 am to noon. For more information or to schedule an appointment, call (617) 643-0606. ●

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MGH HOTLINE

Senior HealthWISE aerobics class

MGH Senior HealthWISE will host a "Get Warm, Stay Fit" aerobics class and lunch Dec. 7, from 11 am to 1 pm at The Clubs at Charles River Park. Registration is required. For more information or to register, call (617) 724-6756.

MGH*f*C launches website

The MassGeneral Hospital for Children (MGH*f*C) recently launched a new website, located at *www.massgeneral.org/children*. The site includes a 360-degree virtual tour, an interactive map, a physician directory and child and adolescent health encyclopedias.

MGH history tours

The MGH Office for Visitor Education Programs offers history tours of the hospital on the third Friday of each month, from 12:30 to 1:45 pm. Participants meet in the White Lobby, and stops include the Bulfinch Building, the Ether Dome and the old wharf and pilings. Tours are limited to 25 people, and registration is required. To register, e-mail name and department to *mghvep@partners.org*. For more information, visit *www.massgeneral.org/vep/tours.html*.

Senior HealthWISE community service day

MGH Senior HealthWISE will host "CareWISE," a community service day, Dec. 11. Session one will be from 9:30 am to noon and session two will be from 1 to 4 pm. Lunch will be served from noon to 1 pm. Registration is required. For more information about various volunteer opportunities or to register, call (617) 724-6756.

Wellman Center lecture

The MGH Wellman Center for Photomedicine will host "In Vivo Peptide Mediated Fluorescence Imaging" Dec. 5, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will begin at 2 pm. Thomas D. Wang, MD, PhD, clinical instructor in the Bio-X Program at Stanford University, will present. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

MGPO meeting

David Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization (MGPO), will host an MGPO meeting Dec. 7, from 5 to 6:30 pm in the O'Keeffe Auditorium to explain the new Quality Incentive Program and the results of the most recent MGPO survey of the performance of the clinical departments. James Mongan, MD, president and chief executive officer of Partners HealthCare, also will give a Partners update. All staff are welcome to attend. For more information, call Deborah Colton at (617) 726-1357.

R. William Gange Lecture

The MGH Department of Dermatology and the Wellman Center for Photomedicine will co-host the 15th annual R. William Gange Lecture Dec. 7, from 4 to 5 pm in the Simches Research Center, Room 3110. Ervin Epstein, Jr., MD, clinical professor in the Department of Dermatology at San Francisco General Hospital, will present. For more information, contact Nicole Devoe at *ndevoe@partners.org*.

MGH Outpatient Pharmacy expands Saturday hours

The MGH Outpatient Pharmacy has expanded its Saturday hours to 3 pm to accommodate discharge patients. Additionally, during the month of December, any MGH employee who fills a new prescription at the pharmacy will receive a $5 coupon for the Eat Street Café or Coffee Central. The pharmacy is located in the WACC on the first floor and is open Monday through Friday, from 9 am to 5:30 pm; Saturday, from 9 am to 3 pm; and Sundays and holidays, from 9 am to 12:30 pm.

Career workshop for nursing students

MGH Human Resources will offer a career workshop for hospital employees who are enrolled in a nursing program and plan to graduate in May 2007. It will include a panel discussion about careers in nursing, career coaching, interviewing tips and other advice to help MGH employees with the nursing career search process. The workshop will be held in January and is invitation-only. To help identify potential internal candidates, contact David Pattison at *dpattison@partners.org* or (617) 726-5593 with the following information: employee's name, department, current position and name of nursing school/program.

PIE Awards ceremony

The 11th annual Partners in Excellence (PIE) Awards ceremony will be held Dec. 19 at 3 pm in the WACC Lobby. The celebration will include a ceremony recognizing all MGH individual and team recipients, a video presentation and a reception. For more information, call (617) 724-9743 or e-mail *partnersinexcellence@partners.org*.

Parsia Vagefi, MD, of the MGH Department of Surgery, recently received a travel scholarship from the American Pancreatic Association and the International Society of Pancreatology. Vagefi also won first place in the Resident Prize Essay Competition sponsored by the New England Surgical Society.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
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50 Staniford Street, Suite 830
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December 8, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New playroom brightens playtime

Pediatric patients delighted in new toys, puzzles and games as the Massachusetts General Hospital *for* Children (MGH*f*C) unveiled a new, state-of-the-art playroom Dec. 6 on Ellison 18. The playroom was created with help from the Starlight Starbright Children's Foundation and was made possible through a $7 million, multiyear donation by the Toys "R" Us Children's Fund to Starlight Starbright for the construction and renovation of children's playrooms in hospitals across the country. With shooting stars displayed across the ceiling and play areas for infants, toddlers and older children, the playroom serves as a fun, carefree space for MGH*f*C patients. Playroom amenities include a 55-gallon aquarium, two computers with flat screen monitors, a big-screen television with DVD and VCR players, a stereo CD player, a Nintendo GameCube system, wall-mounted interactive games and other new toys purchased with help from Toys "R" Us. Angels Above, a nonprofit organization dedicated to providing support to critically and chronically ill patients at the MGH*f*C, purchased additional playthings for the room, and Walsh Brothers, Inc. donated construction costs and labor for the space.

A young patient with his mother and Geoffrey the Giraffe

Benson-Henry Institute for Mind Body Medicine at MGH is established

Studies show that stress can have a significant effect not only on a person's sense of well-being, but also on overall health. Increasing evidence shows that mental stress can lead to cellular stress, which in turn lowers the threshold for developing certain illnesses. Today, many physicians are addressing their patients' underlying stress to better understand and treat various clinical disorders and their symptoms.

Herbert Benson, MD, a cardiologist and world-renowned pioneer in the field of mind/body medicine, Marilyn Wilcher, senior vice president of the Mind Body Institute, and their colleagues, have studied and effectively used mind/body medicine for more than 35 years. They have focused on the synergy between mind and body and used relaxation in various forms – including meditation, yoga, deep breathing, repetitive prayer and exercise – as a means to counter stress and control stress-related disorders. Benson and his team have treated thousands of people by integrating clinical treatment with what Benson has called the "relaxation response," a fundamental element of mind/body medicine. The term describes changes that occur as the body and mind move through the stages of relaxation, such as decreased heart rate and lowered blood pressure. Clinical studies have shown the effectiveness of these types of interventions on a wide range of medical problems – including hypertension, cardiac arrhythmias, headaches and other types of pain, GI problems, insomnia and infertility – that can be caused or exacerbated by stress.

Under a new agreement, Benson and his Mind Body Institute colleagues officially have joined the MGH, where his team will integrate the field of mind/body medicine into the hospital's clinical care, research and training programs as the Benson-Henry Institute for Mind Body Medicine at MGH. The institute is named in honor of Benson and recognizes the generous support of John Henry, principal owner of the Boston Red Sox and a trustee at both the institute and the MGH. On Dec. 1, the institute formally became a part of the MGH, with Benson serving as director *emeritus*; Gregory L. Fricchione, MD, associate chief of Psychiatry, serving as director; and Joy B. Rosen returning to the MGH from Partners HealthCare as executive director of the institute,

(*Continued on page 2*)

New MBTA CharlieCard and fare structure effective Jan. 1

MGH Commuter Services is closely working with the Massachusetts Bay Transportation Authority (MBTA) to help ensure a smooth transition for MGH commuters before the MBTA initiates its 2007 CharlieCard and fare changes. Beginning Jan. 1, the MBTA will implement a 25 percent fare increase for most MBTA passes. To help shoulder the burden of the increase MGH Commuter Services also has raised its subsidy by approximately 25 percent.

MBTA Pass Rates for January passes

Pass Type	MBTA Deduction	Employee Pre-tax Deduction	Employee Post-tax Deduction	Employee Total Cost
SR/TAP	$20	$15	$0	$15
Bus	$40	$30	$0	$30
Link	$59	$44	$0	$44
Inner Express Bus	$89	$66	$0	$66
Outer Express Bus	$129	$71	$24	$95
Zone 1A	$59	$44	$0	$44
Zone 1	$135	$70	$30	$100
Zone 2	$151	$66	$46	$112
Zone 3	$163	$63	$58	$121
Zone 4	$186	$57	$81	$138
Zone 5	$210	$50	$105	$155
Zone 6	$223	$47	$118	$165
Zone 7	$235	$44	$130	$174
Zone 8	$250	$40	$145	$185
Boat	$196	$54	$93	$147

Also starting in January, the MBTA will implement a new, plastic CharlieCard for all local bus and subway travel. The new card is a permanent card that remains active as long as the employee continues his or her payroll deductions. Therefore, CharlieCard users should not dispose of the card at the end of each month. Charlie tickets for all of the commuter rail zones and boat passes will remain the same until converted later in 2007. Two new inner/outer express bus passes, along with a Zone 1A pass, which is the first stop on commuter rails from North/South Stations, also will be available for January 2007. Employees selecting these new passes should do so before Dec. 15.

Employees enrolled in the subway, combo or combo plus programs at the MGH will be issued a new MBTA Monthly LinkPass in December for use beginning in January. Individual subway, combo or combo plus passes no longer will be available. The LinkPass offers unlimited travel on the local bus and rapid transit network. Employees using the subway, combo or combo plus programs automatically will be converted in PeopleSoft to the Monthly LinkPass so that no action is necessary. The MBTA card serial number will be attached to the employee's PeopleSoft record. Employees who use the commuter rail, boat or new inner/outer express bus programs will continue to receive passes each month until the MBTA converts those programs to the new CharlieCards.

For more information about the MBTA pass programs, access *www.mbta.com.* For questions about the rate increase and the MGH/PHS subsidy, call MGH Commuter Services at (617) 724-6588. ●

–Mind Body

(Continued from page 1)

as well as executive director of the MGH Department of Psychiatry. Wilcher will continue to play an important role by training health care professionals and leading outreach to schools and corporations.

Mind/body approaches have been practiced since ancient times to promote health and well-being, but the underlying reasons for its effectiveness have been poorly understood. Research at the institute has and will continue to involve measuring the effects of relaxation on the body's various systems, and deciphering the complex mechanisms of the mind/body connection using sophisticated diagnostic tools such as functional MRI and molecular and biochemical analyses. The ultimate goal is to use this knowledge to improve public health, as many risk factors for chronic illness are behavioral in nature.

"For centuries, mind/body interventions have improved people's health," says Fricchione. "As we come to better understand the neuroscience we are hopeful that we can make these positive patient health effects even stronger. We welcome Dr. Benson and his colleagues who have a longstanding and highly regarded reputation worldwide for expertly combining the best of conventional medicine with mind/body self-care. Here at the MGH we have had discussions with many services about working together. We already are working in close collaboration with the outstanding MGH Department of Psychiatry Behavioral Medicine Service, and we are planning an integration of the Benson-Henry Institute's Cardiac Wellness Program with the MGH Cardiovascular Disease Prevention Center. In addition, we have begun discussions with the MGH OB-GYN Service to begin infertility and menopause groups. We are looking forward to many more collaborations between the institute and MGH clinical services, research and training programs to enhance patient care, education and research in mind/body medicine at the hospital."

The Benson-Henry Institute for Mind Body Medicine at MGH is located at 824 Boylston St. in Chestnut Hill, Mass. For more information or to make a referral, call (617) 732-9130. Patient self-referrals are accepted. ●

From left, Zachazewski, Art Boland, MD, chief of orthopædic surgery at Harvard University Health Services, Zarins, Rubash, Gill, Peter Asnis, MD, orthopædic surgeon at the MGH Sports Medicine Service and Gaynor

New MGH Sports Medicine Center opens

On Oct. 30, the hospital and the Department of Orthopædics launched the new MGH Sports Medicine Center on the fourth floor of 175 Cambridge St. The center will provide expert medical evaluation, treatment and rehabilitation of sports-related and musculoskeletal injuries for professional, amateur and recreational athletes and patients who have shoulder, knee, ankle and elbow disorders. Under the leadership of Bertram Zarins, MD, chief of Sports Medicine, and Thomas Gill, MD, medical director of Sports Medicine, the center is comprised of an expert team of orthopædic surgeons, nurse practitioners, nurses, physical therapists, primary care physicians, sports medicine fellows, radiologists and radiology technologists.

The new facility features 18,000 square feet of space and state-of-the-art equipment dedicated to the special requirements of patients with sports injuries. The center provides athletes of all calibers access to the combined strengths and resources of the entire Partners HealthCare system, enabling them to obtain the finest multispecialty and multidisciplinary sports medicine service available in the United States. Center doctors also are team physicians for the New England Patriots, Boston Red Sox, Boston Bruins and the New England Revolution.

"The new sports center consolidates in one location our extensive breadth of medical specialists who treat sports-related injuries," says Harry Rubash, MD, chief of Orthopædic Surgery.

The new MGH Sports Medicine Center was established under the collective expertise of Zarins, Gill and Rubash; Jim Zachazewski, PT, DPT, clinical director of Sports Medicine; Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development; David Gaynor, executive director of Orthopædic Surgery; and the MGH Planning Office staff.

"I thank and congratulate these individuals for the time and effort they have put into planning this wonderful new center," says Peter L. Slavin, MGH president. "The collective expertise of all these key people has created a center that will provide world-class care and service to our sports medicine patients for years to come."

An open house will be held Feb.1 from 5 to 7 pm at the new MGH Sports Medicine Center. Guests will have the opportunity to meet the clinicians, tour the facility and enjoy refreshments and giveaways. For more information about the sports center, call (617) 726-7500. ●

Billboard campaign for Sports Medicine Center

To mark the opening of the new MGH Sports Medicine Center, a billboard campaign will launch beginning this month to celebrate and build awareness of the new state-of-the-art sports medicine facility.

During December, commuters driving along the Massachusetts Turnpike in Brighton can see the billboard facing west while driving toward Boston. Through January and February, commuters heading west from Boston will see the advertisement facing east along the highway at the Allston/Brighton tollbooths.

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MGH HOTLINE

PAGE 4

WHAT'S HAPPENING

Nominations for the Nathaniel Bowditch Prize
Nominations still are being accepted for the 2007 Bowditch Prize. The $5,000 award is presented annually to an MGH employee – either a clinician or nonclinician – who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. Nomination forms are available by contacting Suzanne M. Williams at (617) 726-8254 or *swilliams7@partners.org.* Nominations are due by Dec. 12 and should be sent to Andrew Warshaw, MD, at White 506.

Presentation on Judaism and religious diversity
MGH Chaplaincy will host the two-day series "Shedding Light on Our Diversity: Judaism and Other Traditions" Dec. 18 and 20 at 5 pm outside the MGH Chapel. The Dec. 18 ceremony is "Jews and Other Abrahamic Traditions: Christianity and Islam." For more information, call Rabbi Ben Lanckton at (617) 724-3228.

IHP information session
The MGH Institute of Health Professions (IHP) will host an information session Dec. 14, from 6 to 8 pm at CNY. For more information, visit *www.mghihp.edu/admissions/infosessions.html.*

Senior HealthWISE events
MGH Senior HealthWISE will host a free screening of "Girl with a Pearl Earring" Dec. 12, from 1 to 3 pm in the Haber Conference Room. Registration is required. Senior HealthWISE also will offer "A Healthy Smile is Always in Style" Dec. 14, from 11 am to noon in the Haber Conference Room. For more information or to register for the film screening, call (617) 724-6756.

Domestic violence annual service of remembrance
A service of remembrance and healing for those affected by domestic violence will be held Dec. 15, from noon to 12:30 pm in the MGH Chapel.

Memorial service for Annabel Edwards, RN
A memorial service for Annabel Edwards, RN, of the MGH Pain Center, will be held Dec. 18 at 11:15 am in the MGH Chapel. To contribute a remembrance, contact Jane Ballantyne, MD, at (617) 726-3332 or *jballantyne@partners.org.*

Submit news tips and story ideas to the *MGH Hotline*

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www.massgeneral.org/news/
***MGH Hotline* is published weekly by the MGH Public Affairs Office.**
(617) 726-2206

New Racial and Ethnic Disparities Dashboard

The MGH Committee on Racial and Ethnic Disparities Quality Subcommittee has completed its first Racial and Ethnic Disparities Dashboard, an internal quality report on key quality indicators at the MGH stratified by race and ethnicity. Compiled by Robin M. Weinick, PhD, of the MGH Institute for Health Policy, and Amy L. Giuliano, MPH, of MGH Data Analysis and Reporting, and under the auspices of Elizabeth Mort, MD, MGH associate chief medical officer, the report will be released annually.

"The Disparities Dashboard points out useful data, including the distribution of race and ethnicity among the MGH patient population and the resources and quality of care each population receives," says Joseph R. Betancourt, MD, MPH, co-chair of the MGH Committee on Racial and Ethnic Disparities. "This allows us to measure the equity of the care we provide to minority patients and identify areas where we are doing well and where we need to improve."

According to the dashboard, there was no evidence of disparities in the care of minority cardiac patients, and African American, Latino and Asian women who were linked to a primary care provider had slightly higher rates of screenings for breast and cervical cancer than white women. While there was no evidence of disparities in diabetes care among all MGH patients who were linked to a primary care provider, at the MGH Chelsea HealthCare Center, it was reported that 41 percent of Latino diabetics had poor blood sugar control, compared to only 23 percent of white diabetics. In response to this finding, the Chelsea Diabetes Disparities Program was established as a quality improvement and disparities reduction intervention program targeting poorly controlled diabetic patients. With an emphasis on Latino diabetic patients, the program is based on a culturally competent disease management model involving both individual coaching and group visits.

"We are proud of all our hard work on this, and are pleased to say the dashboard is among only a few in the nation," says Weinick. "It's a testament to the leadership of Dr. Peter L. Slavin and the vision of Dr. Elizabeth Mort, Dr. Gregg Meyer and others on the Quality Subcommittee."

For more information, visit *www.mghdisparitiessolutions.org.*

December 15, 2006

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Baby Mariam with members of Pediatric Surgical Services

Baby Mariam receives life-saving help from MGHfC and U.S. Marines

Nine-month-old baby Mariam's treatment at the MassGeneral Hospital *for* Children (MGH*f*C) didn't come about in a typical fashion. Her story began in Fallujah, in the Iraqi province of Anbar, approximately 43 miles west of Baghdad. She was born with a rare urological condition known as bladder exstrophy in which the bladder is exposed to the environment outside of the body.

A group of U.S. Marines – including Navy medics Chris Walsh and Eric Valdepenas – were on patrol when they encountered two-month-old Mariam with her mother in Fallujah. Mariam's mother didn't hesitate to seek help from the U.S. soldiers despite their rifles and the language barrier. Seeing Mariam's serious condition, Walsh, Valdepenas and the other Marines stabilized her as best they could, and in the months that followed, they often made trips to her home under the cover of darkness to treat her. But they knew that she wouldn't survive without surgery.

Before Walsh and Valdepenas could see

(*Continued on page 2*)

JCAHO surveyors visit the MGH for a full hospital survey

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) made its unannounced full hospital survey of the MGH during the week of Dec. 11. JCAHO is an independent, not-for-profit organization that evaluates and accredits health care organizations throughout the United States to help assure the quality of care provided to the public. The survey lasted five days, during which JCAHO surveyors visited clinical areas – including inpatient and outpatient units – and interviewed employees about patient safety, the hospital's mission, fire and disaster planning, quality improvement and patient rights. Surveyors paid close attention to the environment of care, interviewed patients and reviewed clinical records, policies and procedures as they "traced" the care of selected patients using the newly adopted tracer methodology.

The JCAHO operations committee, led by Maryanne Spicer, director of Corporate Compliance, regularly has met for the past two years to discuss issues related to the survey and to prepare MGHers for the unannounced visit. Preparation and education has included mock surveys, audio conferences, information tables and the FYI campaign, which consisted of information papers, posters and articles in *MGH Hotline*.

"Employees and staff involved with this survey worked incredibly hard to make sure the surveyors received the information that they needed," says Spicer. "I am continually impressed by the dedication of all employees throughout this organization who are committed to providing the best possible care to our patients. While the survey can be challenging, it allows us to showcase the hard work of our employees, and it gives them an opportunity to really shine."

For more information about the JCAHO survey, contact Spicer at (617) 726-5109.

– *Baby Mariam*

(*Continued from page 1*)

Mariam receive the surgery that would save her life, they were killed when a bomb hit their vehicle. Members of their battalion vowed to honor their fallen comrades' goal of giving Mariam the help that she so desperately needed.

That help ultimately came from a network of individuals including Capt. Sean Donovan, who consulted MGH*f*C surgeon Rafael Pieretti, MD, by e-mail from Iraq. "I made the initial diagnosis by looking at photos that Captain Donovan e-mailed me," says Pieretti. "It was a clear case of bladder exstrophy complicated with a rectal prolapse."

From then on a humanitarian effort was launched to bring Mariam to the MGH*f*C. Pieretti and Capt. Donovan's correspondence led to the involvement of Joseph P. Vacanti, MD, MGH*f*C chief of Pediatric Surgery; Larry Ronan, MD, director of the MGH's Thomas S. Durant, MD, Fellowship for Refugee Medicine; and Project Hope, an organization dedicated to bringing health care to people around the world. Rev. Marc Bishop, Walsh's battalion chaplain, and Christopher Anderson, president of the Massachusetts High Technology Council, raised support for Mariam's care. The group as a whole coordinated Mariam's and her grandparents' trip to the United States along with her medical care.

In October, Pieretti and Brian E. Grottkau, MD, MGH*f*C chief of Pediatric Orthopædics, performed the lifesaving surgeries that so many individuals around the world had helped to arrange. A team of MGH*f*C caregivers including Julie Piotrowski, NP, and Katherine DiMare, RN, BSN, worked with the doctors, and today Mariam has made many developmental advancements. "In just eight weeks, she has fully recovered from her surgeries, and she's gained several pounds and flourished," says Piotrowski. "She's getting close to catching up with the typical developmental features corresponding to her chronological age."

Pieretti adds, "Now a different and healthier girl is ready to return to her country. We hope that she will be able to come back to the hospital to undergo the second stage of her surgical reconstruction. There will be no dry eyes when Mariam leaves the hospital."

In November, when the MGH hosted a dinner for the soldiers and their families, Walsh's mother, the Valdepenas family and five Marines paid a visit to the baby girl who had touched all of their hearts. Meeting with Mariam's grandparents and holding her was a very special moment for all of the guests. Walsh's mother told Mariam's grandparents through an interpreter that her son had been waiting his whole life to do something as special as helping baby Mariam. ●

MGHer goes the extra mile to help Mariam

For Aomar Nait-Talb of MGH Unit Services, a regular day on the job involves various housekeeping duties on the Ellison 17 Pediatric Surgical Services floor. Although he has worked on the floor for three years handling routine responsibilities, he recently added one more task to his work – serving as a special friend to baby Mariam and her grandparents.

Like Mariam and her family, Nait-Talb's first language is Arabic. Because of the shared language, Nait-Talb took the opportunity to speak with Mariam using words familiar to her and spent time with her grandparents as a new family friend while MGH medical interpreters focused on the clinical communication that regularly took place between them and Mariam's MGH*f*C providers.

"Aomar humbles me with his grace," says Judith Sacco, operations coordinator for Patient Care Services. "He works evenings and either comes to the hospital upon request or on his own to tend to the needs of families like Mariam's who are in the United States for treatment. He has never neglected the needs of patients on the unit while offering his services to others."

Nait-Talb

When Mariam arrived here for treatment, her grandparents were observing the monthlong Muslim tradition of the Fast of Ramadan. At the end of Ramadan, the custom is to celebrate with friends and family and enjoy a large meal. Knowing that Mariam and her grandparents were away from their loved ones in Iraq, Nait-Talb brought the family a platter of homemade traditional food to celebrate the breaking of the fast.

"This was a huge authentic dish brought in from home that Aomar and his wife prepared for Mariam's grandparents," says Julie Piotrowski, NP, of Pediatric Surgery. "Aomar also ate the meal with them, which was a heartfelt experience for the grandparents being so far from home. I know they really appreciate Aomar and the way he has gone out of his way to help them feel at home."

In addition to the staff on Ellison 17, baby Mariam also appreciates Nait-Talb. "She immediately brightens up and smiles whenever she sees him," says Katherine DiMare, RN, BSN, Mariam's nurse. "He's really become like an uncle to her."

"This is not the first Iraqi patient who Aomar has befriended and helped through difficult times," adds Larry Ronan, MD, director of the MGH's Thomas S. Durant, MD, Fellowship for Refugee Medicine. "He also assisted in the care of two other children who were here for care of war wounds. It is because of great people like Aomar that the MGH has a reputation as a caring, culturally sensitive place."

According to Nait-Talb, reaching out to the family makes perfect sense. "It's a good thing to do," he says. "When they heard me speaking Arabic they were very happy. I am glad that I could help. When you make someone happy, you feel happy, too."

PARTNERS HEALTHCARE

Partners HealthCare will present the 2006 Partners in Excellence awards to MGH employees in a special award ceremony Dec. 19 at 3 pm in the WACC Lobby. MGH employees, representing both individuals and MGH and Partners team members, will receive this honor for their outstanding contributions to Partners in fiscal year 2006.

Congratulations to the following indiviudals and teams for their exemplary contributions to Partners:

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Briain D. MacNeill
James McFarland
Elizabeth Mort
Paul Nordberg
Eugene Pomerantsev
Kenneth Rosenfield
Judy Silva

Teleradiology Implementation Team

Dianne Whelton
Michelle Baxter
Carmen Botta
Kevin Conway
Dianne Garcia
Donatella Hebert
Annette LaPointe
Jo-Anne Shepard
Mary Theresa Shore
Lori-Ann Thwing
Sandra Wright

MGH HOTLINE

Seeing the world through the eyes of MGHers

MGH employees turned shutterbugs had the opportunity to showcase their photography skills in the MGH Photography Department's ninth annual amateur photo contest, which drew submissions from MGHers in all areas of the hospital. This year's contest saw an exciting change in the judging procedure, as for the first time all employees were able to vote for their favorite photo.

This year's winners are: **1st place:** Andrew Liteplo, MD, Emergency Services *(photo below)*; **2nd place:** Maureen Munro, Bulfinch Temporary Services; **3rd place:** Paula Chamberlin, Clinical Pathology; **Honorable mentions:** Carlene Krey, RN, Operating Rooms; Arlan Fuller, MD, Gillette Center for Women's Cancers.

Improving care through High Performance Medicine

Several years ago, Partners HealthCare launched the Signature Initiatives to improve quality, safety and efficiency at its member institutions. Now known as High Performance Medicine, these initiatives aim to address widely recognized problems in health care and ensure that Partners remains a leader in patient care by improving in five areas: maximizing the use of new information technology, increasing patient safety and reducing medical errors, making high quality uniform across the Partners system, coordinating care for patients with high-cost diseases, and improving efficiency in the use of medications and radiology.

Through High Performance Medicine, Partners institutions already have begun a number of quality and safety improvement measures, including the adoption of electronic medical records, computerized ordering of drugs and tests, patient tracking systems, and disease management and nurse coaching programs for the sickest patients.

As Partners moves forward in implementing High Performance Medicine across the system, the MGH is committed to educating employees about these initiatives. The hospital recently debuted a series of educational posters for employees, and all Partners computers now feature a new screensaver to highlight the goals and successes of the program. During the past several months, a number of Partners ads have run in the *Boston Globe* to educate the public about the High Performance Medicine efforts.

For general information about High Performance Medicine, visit *www.partners.org*. For additional information, view a special issue of the *Partners Rounds* newsletter dedicated to High Performance Medicine at *clinicalaffairs.partners.org/content/10-06_Partners%20Rounds.pdf*.

Coming together for Alzheimer's

The MGH hosted the premiere of the award-winning film "Family Matters: Coming Together for Alzheimer's" during a special program Nov. 16. The film introduces newly diagnosed patients and their families to the world of Alzheimer's disease by highlighting four families who share their experiences with the illness. Barbara Moscowitz, LICSW, of the MGH Geriatric Medicine Unit, is the executive producer.

The evening included guest speakers Ellen Goodman, Pulitzer Prize-winning columnist for the *Boston Globe*, and Kasey Kaufman, Emmy Award-winning reporter for CBS4 News. Kaufman began the discussion by describing her own journey caring for her aging mother, who can no longer live independently. The dialogue continued as Goodman discussed the demographics of today's aging population, and raised issues such as the fear, denial and confusion families often experience when they become caregivers for older family members.

Many attendees were grateful for the opportunity to learn about other families coping with the challenges of caring for an aged relative. "As the youngest daughter of my 96-year-old mother, I was thrilled to attend the film screening and presentation," says Maureen McCarthy, practice manager at the MGH West End Clinic. "It was a great affirmation for me to hear about others dealing with similar issues. While my mom still lives at home, she does have some dementia, and we are taking each day as it comes. This film truly is a wonderful resource."

For more information about the film, visit *www.massgeneral.org/familymatters.*

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MGH HOTLINE

WHAT'S HAPPENING

Eldercare discussion group
The MGH Employee Assistance Program (EAP) will offer its monthly eldercare discussion group Dec. 19, from noon to 1 pm in the Yawkey Center, Room 10650. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Holiday resource tables
The MGH Employee Assistance Program (EAP) will offer holiday resource tables Dec. 18, from 12:30 to 1:30 pm at CNY Bldg.149 in the Atrium Lobby, and Dec. 21, from 2 to 3:30 pm in the WACC Lobby. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Presentations on Judaism and religious diversity
MGH Chaplaincy will host the presentation series "Shedding New Light on Our Diversity: Judaism and Other Traditions," Dec. 19, 20 and 21 in the MGH Chapel. The Dec. 19 program will be "Jews of Ashkenazi Background," the Dec. 20 program will be "Jews and Other Eastern Traditions: Buddhism and Hinduism" and the Dec. 21 program will be "Jews of Sephardi Background." The Dec. 19 and 20 programs will be held at 5 pm and the Dec. 21 at 3:30 pm. For more information, call (617) 726-2220.

MGH holiday receptions
MGHers are invited to celebrate the holiday season with refreshments, music and holiday cheer at the MGH holiday receptions hosted by Peter L. Slavin, MD, president of the MGH. Receptions will be held Dec. 18 at CNY Bldg.149 on the first floor, from 12:30 to 1:30 pm; Dec. 21, at the main campus in the WACC Lobby, from 2 to 3:30 pm; and the Main Lobby from 10 pm to midnight.

Senior HealthWISE film screening
The MGH Senior HealthWISE film series will host a free screening of "Spellbound" Dec. 21, from 10:30 am to 12:30 pm in the Haber Conference Room. Registration is required. For more information or to register, call (617) 724-6756.

Holiday songfest
MGH Chaplaincy will host a holiday songfest Dec. 21, from noon to 1 pm in the Main Corridor. All are invited to attend. For more information, call (617) 726-2220.

Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Y. Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office, 50 Staniford Street, Suite 830 Boston, MA 02114.
www.massgeneral.org/news/
***MGH Hotline* is published weekly by the MGH Public Affairs Office.**
(617) 726-2206

Artwork showcases courage in the face of epilepsy

The hallways of the MGH Neurology Clinic in the WACC were brightened during October and November with the colorful artwork of pediatric and adult epilepsy patients as the practice hosted the nationally rotating art exhibit "Expressions of Courage: Through the Years." Co-sponsored by the Society for Arts in Healthcare and Ortho-McNeil Neurologics, Inc., the exhibition showcases winning pieces from previous Expressions of Courage art contests. Its aim is to enhance public awareness of epilepsy and promote the arts as an integral component of health care and healing.

"Both the patients and staff have really enjoyed this display," says Karen Capozzo, practice manager for MGH Neurology. "The artwork was very impressive and everyone stopped to admire the pictures as they walked down the hall. I only wish that we could have kept them here permanently."

The exhibit has a particularly special connection to the MGH, as it was developed with the support of Elizabeth Thiele, MD, director of the MGH Pediatric Epilepsy Program, who had established a similar art project at the hospital to showcase the work of her patients.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Scenes from the 2006 PIE ceremony

Saluting employee excellence at the annual PIE Awards

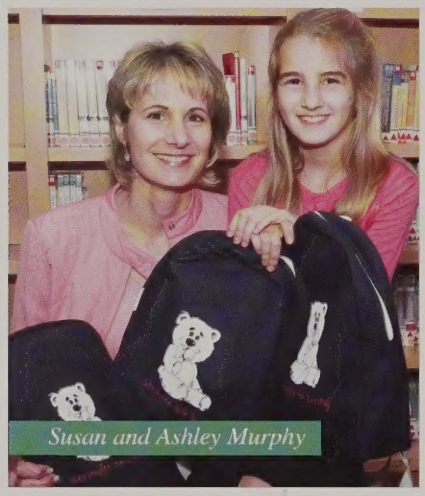
At the MGH, the month of December brings one of the hospital's favorite traditions – the annual Partners in Excellence (PIE) Awards ceremony. Now in its 11th year, the PIE Awards program honors employees across Partners HealthCare for their outstanding contributions to the MGH and Partners. This year's standing room only ceremony was held Dec. 19 in the WACC Lobby with more than 1,875 MGH employees receiving awards. James J. Mongan, MD, president and chief executive officer of Partners HealthCare; Peter L. Slavin, MD, president of the MGH; and Jeff Davis, senior vice president for Human Resources; were all on hand to congratulate the recipients.

"Without the spirit and dedication of the thousands of members of the MGH community, we would be nowhere," said Slavin. "Each of you plays a vital role in ensuring the continued success of the MGH, whether it is by caring for patients directly at the bedside, working in administrative and support roles to ensure the hospital runs smoothly, researching the latest medical breakthroughs or educating tomorrow's health care leaders."

Birthday fun helps families cope with cancer

When 10-year-old Ashley Murphy celebrated her birthday with friends at a party last month, she hoped that her guests would bring many fun and exciting gifts to the festivities. Her wish list included items such as teddy bears, card games, crayons and markers, but surprisingly, these presents were not intended for the birthday girl. Instead, Ashley and her friends used the gifts to support families coping with cancer by creating Take Good Care Packs for the MGH Cancer Center.

The Take Good Care Packs are a family-focused intervention that MGH clinical social workers use to provide support and education when a parent is diagnosed with cancer. Backpacks are filled with a variety of educational, comforting, expressive and stress reducing items and are available for children in several age ranges. The goal of the program is to help parents talk with their children about the cancer diagnosis and the ways they can cope together as a family.



Susan and Ashley Murphy

Ashley first learned about the Take Good Care Packs in January 2006, when her mother, Susan, an MGH employee, was diagnosed with breast cancer. Her mother's illness was frightening, but the pack Ashley received helped her to cope. This experience led her to want to help other children in similar situations, so during her party, she and her friends personally stuffed more than 40 backpacks for school-age children. They later hand delivered the packs to the Cancer Center, where Ashley received a "Caring for Others" Award in recognition of her kindness and generosity.

"I loved getting the Take Good Care Pack," says Ashley. "It made me feel like the people at the hospital cared about me."

Susan agrees that the Take Good Care Pack was an important resource for her and Ashley. "After I got the diagnosis, my first worry was my daughter and how I was going to explain it to her," she says. "The pack provided me with a way to begin that discussion with Ashley. I am very proud of her for wanting to return the kindness she was shown during my treatment."

For more information about the program, contact Kathy Clair-Hayes, LICSW, at *kclairhayes@partners.org*. Packs are available in the Cancer Resource Rooms on Yawkey 8 and Cox 110. ●

Carina and her parents, Martin and Karin

Gifts from the heart

The treatment area of the Francis H. Burr Proton Therapy Center was filled with holiday spirit as Carina Comer, a 14-year-old former patient at the MassGeneral Hospital *for* Children, delivered boxes overflowing with board games, trucks, dolls and other toys for the enjoyment of children receiving treatment at the center. The gift delivery has become an annual tradition for Carina, who raises money for the presents throughout the year by holding bake and tag sales. This year she raised $4,000 to purchase the treats for the children. ●

MGHers making a difference

Each year, employees from across the hospital apply for Making a Difference grants hoping to improve the patient, family and employee experience at the MGH. There was no shortage of good ideas among the 47 applicants for fiscal year 2007, who submitted requests for more than $200,000 to bring their projects to life. A grant review team comprised of MGH and Massachusetts General Physicians Organizations (MGPO) employees had the difficult task of allocating the $75,000 budgeted for the program. Twenty-two teams ultimately were awarded funding.

The Making a Difference grant program is sponsored by the MGH and the MGPO and offers up to $5,000 in support of employee initiatives that improve the quality of care at the hospital for patients and their families. Grants are awarded based on a number of criteria, with emphasis placed on projects that have a clear impact on service and the potential to be replicated throughout the hospital.

The Making a Difference program is one of several offered by the Service Improvement Department aimed at fostering a service culture at the MGH. The Service Improvement Department's mission is to build internal capacity for service excellence by assisting MGH departments and practices with leadership and workforce development, results measurement, and systems and process improvement. For more information about the Making a Difference grants or other Service Improvement initiatives, contact Melanie Cassamas at (617) 726-1816 or *mcassamas@partners.org*.

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MGH HOTLINE

Holiday cheer celebrated at MGH holiday receptions

MGHers celebrated the holiday season with refreshments, music and festive cheer at the MGH holiday receptions hosted by Peter L. Slavin, MD, president of the MGH. CNY employees celebrated the merry season at its annual holiday party Dec. 18, and MGHers on the main campus enjoyed the holidays Dec. 21 with receptions for both day and night shift workers.

MGHers enjoy the party at CNY.

MGHfC receives gifts from Angels Above

Young patients at the MassGeneral Hospital *for* Children (MGH*f*C) were treated to an MGH*f*C holiday tradition when Sue Horman, founder of Angels Above Charitable Trust, and her colleague Mary Beth Brunelle visited the Ellison 17 and 18 playrooms, the Pediatric Intensive Care Unit and the Neonatal Intensive Care Unit with their special friend from the North Pole – Santa Claus – and bundles of toys, games and treats for the young patients.

Horman established Angels Above in 1996, shortly after her 18-year-old daughter, Kimberly, died of cancer. "The MassGeneral Hospital *for* Children means so much to me because my daughter received her cancer treatments here," says Horman. "I created the organization in honor of Kimberly because I wanted to give something back to the hospital and the children who now are hospitalized. Through Angels Above, Mary Beth and I hope to bring some happiness to the children's days and help to facilitate the transition of hospitalization for these kids."

The Angels Above visit the MGHfC.

Through Angels Above, Horman and Brunelle play a pivotal role in the lives of the children at the MGH*f*C. Working together with the Child Life Department, Angels Above provides pediatric patients with special gifts – including haircuts, in-room manicures and pedicures, massages, special lunches in Boston or a cab ride home from the hospital. Other contributions range from organizing holiday celebrations, birthday parties and end of chemotherapy treatment parties to donating games, movies, art supplies, laptops, PlayStations and DVD players.

For more information about the organization, call (978) 452-4833. ●

The holiday songfest

Holiday harmonies

The Main Corridor was the scene of much holiday cheer as volunteer musicians treated MGH patients, employees and visitors to a holiday songfest Dec. 21. The delighted crowd accompanied the musicians as they sang favorite holiday tunes. Sponsored by MGH Chaplaincy, the songfest is one of many popular holiday traditions at the MGH.

"This event brought a moment of peace and a warm smile to those who were walking in the Main Corridor," says Gina Murray, office/program manager for Chaplaincy. "This personally is one of my favorite days of the year as well as it being one of the happiest days for the staff of the Chaplaincy Department." ●

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MGH HOTLINE

WHAT'S HAPPENING

Basic Biostatistics for Clinical Investigators

The MGH Clinical Research Program and the General Clinical Research Center are co-sponsoring "Basic Biostatistics for Clinical Investigators" Wednesdays in January from 3:30 to 5 pm. The course is intended for investigators at the fellow and faculty levels with minimal statistical experience. To register, visit *hub.partners.org*. For more information, contact Lauren Michaels at *lmichaels@partners.org* or (617) 726-1669.

Stress reduction sessions

The MGH will offer stress reduction sessions for employees during the month of January through a partnership between the Be Fit Program and the Benson-Henry Institute for Mind Body Medicine at MGH. Sessions will be held every weekday beginning Jan. 2, from noon to 12:30 pm in the Lower Amphitheater on Clinics 1. The sessions are free of charge.

Winter 2007 computer training schedule

Partners Information Systems Training has released the Winter 2007 schedule for computer workshops. For a complete schedule, course descriptions and to register, visit *is.partners.org/training*, then click on "Microsoft Office Classes" and then the MGH logo. Schedules and information also are available by calling (617) 724-1229. Registration forms may be faxed to (617) 724-1402.

Partners Physicians Day

All Partners physicians are invited to attend the eighth annual Partners Physicians Day Feb. 10, from 8 am to 5 pm at the Boston Sheraton Hotel. The registration deadline is Jan 19. For more information, contact Grace Bommarito at (617) 278-1058. To register online at a Partners workstation, visit *clinicalaffairs.partners.org*.

Change in *Hotline* schedule

Due to the holidays, *MGH Hotline* will not be published Dec. 29. The regular publishing schedule will resume Jan. 5. To submit story ideas and announcements, e-mail *hotline@partners.org*, call (617) 726-2206 or fax (617) 726-7475.

IN GENERAL

The Charlestown Substance Abuse Coalition (CSAC) has been named a Drug Free Community Support Program and also one of 107 recipients nationwide of a five-year grant from the Office of National Drug Control Policy and the Substance Abuse and Mental Health Services Administration. CSAC is a community-based coalition of residents, professionals, businesses, advocates and organizations – including MGH Community Benefits and the MGH Charlestown HealthCare Center – working together to reduce substance abuse.

MGHers collected gifts for HAVEN families.

MGHers support HAVEN families

The Patient Care Services (PCS) Diversity Committee held its annual "Holidays Around the World" celebration Dec. 14 in the Main Corridor, which was filled with festive music and information about holiday observances held around the world. Committee members also delivered holiday gifts to families in need. `One floor below in the East Garden Dining Room, gifts poured in for MGH patients and families of the HAVEN (Hospitals Helping Abuse and Violence End Now) program.

The MGH HAVEN program provides services and items for victims of domestic violence. Each year the PCS Diversity Committee works with Social Services to identify families affected by domestic violence. The families are then matched with MGHers who are interested in buying them holiday gifts. This year 310 HAVEN clients were "adopted" by MGH employees, who donated more than 1,000 gifts in total. MGH Nutrition and Food Services, Police and Security, Materials Management, Partners Transportation and others helped to make the day's work possible.

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